

FY 05 Strategic Plan

*Department of Veterans Affairs Medical Center
Wilkes-Barre, PA*



Allentown Columbia County Sayre Schuylkill County Tobyhanna Williamsport

A Member of the VA Stars & Stripes Healthcare Network (VISN 4)

Table of Contents

Section 1	Introductory Remarks – Director, Wilkes-Barre VA Medical Center
Section 2	Outcomes of FY 04 Strategic Plan
Section 3	History of the Wilkes-Barre VA Medical Center
Section 4	Mission, Vision, Values
Section 5	Organizational Profile
Section 6	Scope of Service/Clinical Inventory
Section 7	Strengths, Weaknesses, Opportunities, Threats
Section 8	FY 05 Budget Execution Assumptions
Section 9	Strategic Objectives
Section 10	Balanced Scorecard
Section 11	Resource Plans/Strategies <i>a. Human Resources Management</i> <i>(1). Staffing Plan</i> <i>b. Staff Development</i> <i>(1). Staff Development Calendar</i> <i>c. Information Management Plan</i> <i>d. Equipment Management</i> <i>(1). NRM Program</i> <i>(2). Equipment</i> <i>(a). Administrative</i> <i>(b). Direct Patient Care</i> <i>(c). Equipment Purchased</i> <i>(d). Facility</i> <i>e. Financial Management</i> <i>(1). Budget Plan</i>
Section 12	Operational Plan
Section 13	Medical Center Communication Plan
Section 14	Compliance Plan

Introductory Remarks from the Director, Wilkes-Barre VA Medical Center

The mission of the Wilkes-Barre VA Medical Center is to maintain and improve veteran's health and quality of life. As a means of accomplishing this mission, a Strategic Plan was developed for FY 05. This is part of the overall plan to be a provider by choice by delivering the best health care services to our veterans.

As we approach 2005, we will face challenges, which will serve as accomplishments in our aim to be the best VA Medical Center in the Veterans Health Administration. I believe in our ability to fully accomplish our mission and that we can achieve these goals to better serve our nation's heroes.

/S/

ROLAND E. MOORE

Director, Wilkes-Barre VA Medical Center

VHA GOAL: Maximize the physical, mental and social functioning of veterans with disabilities and be recognized as a leader in the provisions of specialized health care services. (VA Objective 1.1)		
VHA Strategies	Action Plan	Accomplishments
* 1. Improve and enhance home care services and develop an assisted living strategy.	1. Home Based Primary Care (HBPC) - Fully implement this program in FY04. Identify support staffing needs as the program expands - initial staffing needs supported by existing staff. Leased Health Buddy equipment will be required. Peripheral devices linked to the Health Buddy to be purchased as needed by Rehab & Prosthetics Services.	Completed. Continue into FY 05 plan.
CONTINUED	2. Homemaker Health Aide - Enhance services, if eligibility requirements are relaxed under the new guidelines, patient participation will be increased, therefore will require additional resources.	Completed. Continue into FY 05 plan.
CONTINUED	3. Telehome Medicine - Identify equipment to support this program.	Completed. Continue into FY 05 plan.
CONTINUED	4. Skilled Nursing - Enhance skilled nursing service to provide care to a larger population of patients.	Completed. Continue into FY 05 plan.
CONTINUED	5. Adult Day Health Care (Contract Service) - Expand availability of this service to meet the needs of the patients in urban areas.	Completed. Continue into FY 05 plan.
VHA Strategies	Action Plan	Accomplishments
* 2. Promote the use of care management to facilitate care in the least restrictive and most efficient setting.	1. Care Management Committee to meet weekly.	Completed. Continue into FY 05 plan.
CONTINUED	2. Orient staff chosen for Telecare and HBPC positions.	Completed.
CONTINUED	3. Additional staff/money to be addressed as program evolves.	Completed.
VHA Strategies	Action Plan	Accomplishments
* 3. Reduce variability of health outcomes by providing for a more consistent delivery of services to include the following Special Emphasis Programs:		

a. SPINAL CORD	<p>1. Increase the number of unique patients by approximately 15-20% by maintaining a current SCI/D Registry and adding new entries as indicated and by assigning SCI/D patients to Dr. Sussman as the PCP.</p> <p>2. Increase the number of visits by 25% by maintaining a current SCI/D Registry and adding new entries as indicated and by assigning SCI/D patients to Dr. Sussman as the PCP.</p> <p>3. A general letter regarding SCI/D Clinic including patient satisfaction survey will be mailed to patients on the SCI/D Registry during October 2003.</p>	<p>1. Completed</p> <p>2. Completed</p> <p>3. Completed</p>
b. BLINDNESS	<p>1. VIS will retrieve data on workload by diagnostic code as well as stop code and compare with the capacity report data to assure accuracy.</p> <p>2. VIS will print a list of VIS veterans each day who have outpatient appointments and attempt to contact those veterans who have not been seen or reviewed in at least 6 months.</p> <p>3. Relocate VIS Coordinators office closer to Eye Clinic for easier access for blinded veterans.</p>	<p>1. Completed.</p> <p>2. Completed.</p> <p>3. Not Complete. Continue in FY 05 plan.</p>
c. SERIOUSLY MENTALLY ILL	<p>1. Increase MHICM workload by having social worker complete the initial screen on all patients with a mental health diagnosis including dual diagnosis. Any patient who meets criteria for diagnosis, functional impairment or high hospital use will be reviewed by the treatment team to determine need for MHICM follow up.</p> <p>2. Increase staffing to meet increased workload demands.</p>	<p>1. Completed.</p> <p>2. Not Complete. Continue in FY 05 plan.</p>
d. SUBSTANCE ABUSE	<p>Increase compliance with SUD monitor by:</p> <p>1. Tracking Substance Use Disorder (SUD) monitor weekly.</p> <p>2. Rescheduling no-shows and cancellations for the SATU clinics only after contact is made with the veteran.</p> <p>3. Utilizing outreach social workers for veterans that have difficulty returning for appointments due to transportation, employment issues, etc.</p> <p>4. Utilizing Hoptel for up to 2 days post discharge from Detox and SARRTP for patients with transportation difficulties.</p> <p>5. Ensuring accuracy of data by monthly review of the SUD Continuity of Care report.</p>	<p>1. Not Complete. Continue in FY 05 plan.</p> <p>2. Not Complete. Continue in FY 05 plan.</p> <p>3. Not Complete. Continue in FY 05 plan.</p> <p>4. Not Complete. Continue in FY 05 plan.</p> <p>5. Not Complete. Continue in FY 05 plan.</p>

e. HOMELESS	1. Maintain capacity to provide critical residential housing resources. 2. Work with local non-profit agencies to have them reapply for per diem only funding to support operational costs. 3. Expand transitional housing program on VA grounds.	1. Completed. 2. Completed. 3. Completed.
f. PTSD	Work with Business Office to establish data format for accurate reflection of productivity in treating unique PTSD patients and for continuous tracing of effectiveness of new PTSD program initiatives.	Completed.
g. PSYCHOTIC DISORDERS	Ensure adequate capacity for veterans with psychotic disorders by monitoring through mental health advanced access initiatives.	Completed.
h. MINORITY VETERANS	Provide outreach/inreach services to minority veterans and their families and to educate them of benefits and services that are available through the Dept. of Veterans Affairs.	Completed.
I. WOMEN'S HEALTH	1. Issue: Breast cancer screening has been at 75% throughout the last 3 quarters of FY 2003. Goal is to attain breast screening to 84% (fully successful). 1a. Action Plan: Clinical reminder for breast cancer screening has been incorporated into the electronic AHR form and comes up yearly as part of that reminder. Incorporate in the Womens Veterans Newsletter, which is published quarterly, a reminder to veterans regarding their need to seek routine mamographies and pap smears. 2. Issue: High no-show rates among Womens Health Clinic. 2a. Action Plan: Continue to place electronic reminders of the patients appointments. Also, include in the Womens Newsletter a reminder to cancel and reschedule her appointment if unable to keep. 2b. Implement Open Access 3. Issue: Maintain social functioning of women veterans. 3a. Action Plan: Continue to hold at least two social/educational programs for women veterans. Consider a women veterans support group. This plan will be discussed at the next Women Veterans Committee in September.	1. Completed. 2. Completed. 3. Completed.

j. PACT	<p>The PACT Program's plan to enhance services to veterans who are at risk for lower extremity limb loss is as follows:</p> <ol style="list-style-type: none"> 1. Purchase and employ the modality of a Circulation Boot in wound healing and to improve circulation. 2. Integrate the surgical residents into the Wound Clinic to expand their scope for clinical interventions in woundcare. 3. Encourage involvement of the Physiatrist in the post-op treatment of stumps to address edema control so that prosthesis can be administered more quickly. 4. Increase members of the skin team on rounds to include, surgical residents. 5. succession planning for Wound Fellows retirement to include increased involvement of Podiatrist and Physiatrist in Woundcare. 	<ol style="list-style-type: none"> 1. Completed. 2. Not Complete. Continue in FY 05 plan. 3. Not Complete. Continue in FY 05 plan. 4. Not Complete. Continue in FY 05 plan. 5. Not Complete. Continue in FY 05 plan.
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VHA GOAL: Ease the reentry of new veterans into civilian life by increasing awareness of, access to, and use of VA health care, benefits and services. (VA Objective 2.1)

VHA Strategies	Action Plan	Accomplishments
* 4. Accelerate development of Health Data Repository (HDR), Health Vet, and telehealth initiatives.	1. Implement MUSE system at Wilkes-Barre as well as CBOCs. Train all providers on MUSE System.	Completed.
CONTINUED	2. Formulate an educational rollout plan for telehealth. Interact with telemedicine chairperson to provide educational program to all providers and support staff.	Completed. Continue in FY 05 plan.
CONTINUED	3. Formulate telemedicine/telecare policies/procedures.	Not Complete. Continue in FY 05 plan.

VHA GOAL: Provide high quality, reliable, accessible, timely and efficient health care that maximizes the health and functional status for all enrolled veterans, with special focus on veterans with service-connected conditions, those unable to defray the cost, and those statutorily eligible for care (VA Objective 3.1).

VHA Strategies	Action Plan	Accomplishments
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* 9. Be a leader in the advancement of knowledge and practice of quality and patient initiatives to include: (a) the use of preventive medicine practices and guidelines for chronic disease management; (b) increasing the use of automated systems to reduce the likelihood of errors; and (c) developing a culture of error reporting, analysis and learning.	1. Keep abreast of current prevention and clinical practice guideline measures through VHA's Office of Quality and Performance and other best practice sources, and disseminate this information to the medical staff through the Office of the Chief Medical Officer.	Completed.
CONTINUED	2. Work in collaboration with the ISS Department to measure the sustained and/or increased use of automated systems that improve patient safety, which includes BCMA, direct POE and the electronic medical record.	Not Complete. Continue in FY 05 plan.
CONTINUED	3. Encourage and support staff participation in RCA teams.	Completed. Continue in FY 05 plan.
CONTINUED	4. Complete aggregate RCA's on a quarterly basis.	Completed. Continue in FY 05 plan.
CONTINUED	5. Deploy the utilization of HealtheVet to include education of veterans and employees.	Completed. Continue in FY 05 plan.
VHA Strategies	Action Plan	Accomplishments
10. Implement a "service-recovery" program.	1. Assist in providing staff education on Service Recovery.	Completed. Continue in FY 05 plan.
CONTINUED	2. Utilize a three-pronged implementation approach that includes Service-Level Patient Advocacy, the PULSE Tool Kit and participation in the Mystery Shopper Program.	Completed. Continue in FY 05 plan.
VHA Strategies	Action Plan	Accomplishments
	1. Ensure copy of advance directive is documented in the electronic record.	Not Complete. Continue in FY 05 plan.

CONTINUED	2. Implement and educate staff on revised Informed Consent Policy.	Completed
CONTINUED	3. Pilot i-Med Consent software, upon approval of Central Office, for standardization in procedure risk/benefit education and documentation.	Completed.
VHA GOAL: Advance VA medical research and development programs that address veterans' needs, with an emphasis on service-connected injuries and illnesses, and contribute to the Nation's knowledge of disease and disability (VA Objective 4.2)		
VHA Strategies	Action Plan	Accomplishments
* 17. Maintain full research compliance and standardized protection of human subjects.	1. Director and Chief of Staff will complete required training on protection of human subjects.	Completed.
CONTINUED	2. Pursue the implementation of an IRB.	Not Complete. Continue in FY 05 plan.
VHA GOAL: Recruit, develop, and retain a competent, committed and diverse workforce that provides high quality service to veterans and their families (VA Enabling Goal E-1)		
VHA Strategies	Action Plan	Accomplishments
* 21. Develop a comprehensive and coherent workforce development plan that incorporates HPDM, succession planning, diversity training, and ADR orientation.	1. Implement a Mentoring Program	Completed
CONTINUED	2. Offer a Career Development Program	Completed
CONTINUED	3. Provide HPDM classes to new employees	Completed
CONTINUED	4. Review Individual Development Plans (IDP) for common learning needs	Completed
CONTINUED	5. Implement Upward Mobility Program and a Workforce/Succession Plans	Completed.

VHA Strategies	Action Plan	Accomplishments
* 22. Implement pay policies and HR practices to facilitate hiring and retaining sufficient health care workers to meet capacity demands across the full continuum of care.	1. Utilize special pay survey to ensure nursing is competitive with local labor market	Completed
CONTINUED	2. Utilization of retention and relocation bonuses for hard to recruit specialties that meet regulatory guidelines	Completed. Continue in FY 05 plan.
VHA GOAL: Improve the overall governance and performance of VA by applying sound business principles, ensuring accountability, and enhancing our management of resources through improved capital asset management; acquisition and competitive sourcing; and linking strategic planning, budgeting, and performance planning (VA Enabling Goal E-4)		
VHA Strategies	Action Plan	Accomplishments
* 24. Expand VA sharing and collaboration with DoD, Indian Health Service, and state veterans' organizations.	Explore additional sharing opportunities with the Tobyhanna Army Depot and State Veterans organizations.	Not Complete. Continue in FY 05 plan.
VHA Strategies	Action Plan	Accomplishments
* 26. Deploy VHA Initiative to increase competitive sourcing.	On indefinite hold. Pending Congressional approval.	
VHA Strategies	Action Plan	Accomplishments
* 27. Fully implement PRTF recommendations.	The Procurement Reform Task Force recommendations will be implemented once the report is released.	Not Complete. Continue in FY 05 plan.

VHA Strategies	Action Plan	Accomplishments
* 30. Re-engineer health care processes to incorporate technologic advances and to address shortages of health care professionals.	1. Expand VISTA imaging applicable modalities (e.g. MUSE) <ul style="list-style-type: none"> a). Installing 3 VISTA/rad workstations; one each in Radiology reading room; ICU and ER b). Install Computed Radiology (CT) unit, Dicom Router & AGFA x-ray film printer at Sayre, OPC c). Install Nuclear Medicine duet ECAM d). Expand radiology to AOPC e). Install two each Siemens Elegra Ultra-sound units & interface to VISTA network. Interface to VISTA imaging to coincide with Nuclear Medicine interface. f). Interface VISTA imaging when all Windows 2000 workstations are installed in Nuclear Medicine 	a. Not Complete. Continue in FY 05 plan. b. Completed. c. Completed. d. Not Complete. Continue in FY 05 plan. e. Completed. f. Completed.
CONTINUED	2. Install infrastructure to allow for Telehealth (e.g. for telepsychiatry chaplain, consults, telehome and overall Home Based Care)	Completed.
CONTINUED	3. Pilot then implement, I-med consent software	Completed.
CONTINUED	4. Explore alternative technologies to improve the dispensing of medications through BCMA	Not Complete. Continue in FY 05 plan.
CONTINUED	5. Pilot the "Group Visit" Initiative	Completed.

VHA GOAL: Provide high quality, reliable, accessible, timely and efficient health care that maximizes the health and functional status for all enrolled veterans, with special focus on veterans with service-connected conditions, those unable to defray the cost, and those statutorily eligible for care (VA Objective 3.1).		
VHA Strategies	Action Plan	Accomplishments
5. Increase collaboration between VBA, VHA and DoD during the military discharge process.	1. Assemble a team which will include Enrollment, Pri-Care and VARO Staff: a. Contact DoD to identify the current discharge procedure. b. Assess the possibility of having our facility handle the discharge physicals of persons from our catchment area currently serving in the military. c. Prepare a program whereby we work with VBA to ensure the veteran is educated in Enrollment and Eligibility, Compensation and Pension, and	a. Completed. b. Not Complete. Continue in FY 05 plan. c. Not Complete. Continue in FY 05 plan.
CONTINUED	2. Formulate a plan for maintaining association with the veterans' discharged through our facility.	Not Complete. Continue in FY 05 plan.
CONTINUED	3. Offer the veterans the basic benefit package.	Not Complete. Continue in FY 05 plan.
VHA Strategies	Action Plan	Accomplishments
6. Collaborate with DoD to develop a complete lifelong health record for veterans.		
VHA Strategies	Action Plan	Accomplishments
7. Collaborate with VBA to invigorate and update the Transitional Assistance Program (TAP).		
VHA Strategies	Action Plan	Accomplishments
8. Intensify efforts to implement Veterans' Health Initiative (VHI), including fully incorporating each veteran's military history and potential consequences of service into CPRS.		

VHA Strategies	Action Plan	Accomplishments
11. Standardize patient satisfaction surveys with real time results.	1. Utilize the IDEAS Program and share results with services on a quarterly basis.	Not Complete. Continue in FY 05 plan.
	2. Increase utilization of the PULSE Tool Kit.	Completed.
VHA Strategies	Action Plan	Accomplishments
12. Provide incentives for ongoing, continuous healthcare system redesigns to streamline work, and to analyze, identify, and promulgate improved health care practices.	1. Expand telemedicine program to Clinical Nutrition and Chaplain Services.	Completed.
CONTINUED	2. Examine feasibility to expand telemedicine to Sub Specialty Services.	Not Complete. Continue in FY 05 plan.
CONTINUED	3. Develop & Implement Home Telehealth Program	Not Complete. Continue in FY 05 plan.
CONTINUED	4. Initiate HBPC Program	Completed.
CONTINUED	5. To further expand HBPC by identifying necessary staff.	Not Complete. Continue in FY 05 plan.
CONTINUED	6. Reduce the amount of vacant space as directed by the CARES initiative by vacating buildings 8 & T42 and leasing-out buildings 35 & T42.	Completed.
VHA Strategies	Action Plan	Accomplishments
13. Collaborate with public and private organizations to reduce redundancies and fill gaps in services to veterans.	Identify gaps in services to veterans (e.g. Patient Transportation, alternatives to Long Term Care, CBOC development) and work with other organizations to resolve the gaps.	Completed
VHA GOAL: Improve the Nation's preparedness for response to war, terrorism, national emergencies, and natural disasters by developing plans and taking actions to ensure continued service to veterans as well as support to national, state, and local emergency management and homeland security efforts. (VA Objective 4.1)		
VHA Strategies	Action Plan	Accomplishments
15. Partner with other Federal, state and community agencies to develop a national emergency preparedness plan that clearly articulates VA's role and capabilities to respond to emergencies.	Participate in the development of a Community Disaster Plan and define VA's role in it.	Completed

VHA Strategies	Action Plan	Accomplishments
16. Conduct training and emergency preparedness drills using standardized scenarios consistent with VA's Emergency Management Program Guidebook.	Conduct Emergency Preparedness Drills twice a year and as needed.	Completed
VHA GOAL: Advance VA medical research and development programs that address veterans' needs, with an emphasis on service-connected injuries and illnesses, and contribute to the Nation's knowledge of disease and disability (VA Objective 4.2)		
VHA Strategies	Action Plan	Accomplishments
18. Increase the proportion of research funding directed to projects addressing veteran-related issues, cooperative studies and translational research.	1. As part of collateral duty as Research Officer for the VISN, COS will ensure all seed grants are veteran-related.	Not Complete. Continue in FY 05 plan.
CONTINUED	2. If IRB is reactivated, will ensure same locally.	Not Complete. Continue in FY 05 plan.
VHA GOAL: Sustain partnerships with the academic community that enhance the quality of care to veterans and provide high quality educational experiences for health care trainees. (VA Objective 4.3)		
VHA Strategies	Action Plan	Accomplishments
19. Improve the training and awareness in military health related issues.	1. Provide annual review on military sexual trauma. 2. Provide class on military sexual trauma. 3. Provide class on chemical and biological warfare health related issues.	1. Completed 2. Completed 3. Completed
VHA Strategies	Action Plan	Accomplishments
20. Provide appropriate support for training, education, and resident supervision.	1. Conduct an educational needs assessment of all employees.	Completed
CONTINUED	2. Utilize a prioritization grid to plan educational programs.	Completed
CONTINUED	3. Implement classes associated with identified needs.	Completed
CONTINUED	4. Conduct focus groups and analyze results to identify learning needs.	Completed
CONTINUED	5. Enhance the electronic education web page.	Completed
CONTINUED	6. Provide educational opportunities to ensure that at least 50% of employees receive 40 hours of continuing education annually.	Completed
CONTINUED	7. Provide mandatory classes as required.	Completed

CONTINUED	8. Ensure standards for residents training as per ACGME.	Completed
VHA GOAL: Improve the overall governance and performance of VA by applying sound business principles, ensuring accountability, and enhancing our management of resources through improved capital asset management; acquisition and competitive sourcing; and linking strategic planning, budgeting, and performance planning (VA Enabling Goal E-4)		
VHA Strategies	Action Plan	Accomplishments
23. Implement the VHA communication plan.	Develop and implement a Medical Center Communication Plan.	Not Complete. Continue in FY 05 plan.
VHA Strategies	Action Plan	Accomplishments
25. Expand the Compensation and Pension Record Interchange (CAPRI).		
VHA Strategies	Action Plan	Accomplishments
28. Assess the feasibility of Federal imaging, lab, and prescription centers.		
VHA Strategies	Action Plan	Accomplishments
29. Take full advantage of research-related intellectual property opportunities.	If IRB is reactivated, ensure that research-related intellectual property opportunities are fully realized.	Not Complete. Continue in FY 05 plan.

History of the Wilkes-Barre VA Medical Center

Shortly after the end of World War II a decision was made to locate a VA Hospital in the Northeastern corner of Pennsylvania.

This decision was made partly due to the large numbers of Northeastern Pennsylvania Residents who had served in the military. Another consideration was the presence of a VA Regional Office located here and the availability of a large, well-trained work force.

The decision to finally locate the hospital in Wilkes-Barre was assured after a highly successful “grassroots” community effort to raise the money to purchase the land where the hospital is currently standing. The fund-raising was so successful that the remaining balance of that fund has now grown to a substantial trust fund administered by a Board of Trustees for the benefit of the veteran patients.

The hospital was dedicated in December 1950. It was originally built as a 500-bed general medical and surgical hospital with three floors dedicated to psychiatric patients. The regional office in downtown Wilkes-Barre housed an outpatient clinic and, consequently, no provision was made in the hospital infrastructure for an outpatient facility.

The regional office closed in 1965 and the Veterans Benefits functions were transferred to Philadelphia. The outpatient portion of the workload was transferred to the hospital in 1956. Since that time outpatient visits at the Medical Center in Wilkes-Barre and our Community Based Outpatient Clinics has grown from 25-30,000 visits per year to approximately 345,164 visits in FY 2004.



A nuclear medicine suite was added in the 1980s. Also, in 1982, a 120-bed Nursing Home Care Unit (NHCU) was built connected to the Medical Center. In the early '90s, another 60 beds were added to the NHCU. During this period the Medical Center was assigned responsibility for two

outpatient clinics--one in Allentown (Lehigh County), Pennsylvania, in 1979 and the other in Sayre (Bradford County), Pennsylvania, in 1983. In 1997, two additional VA-staffed clinics, which provide primary care services, were opened in Williamsport (Lycoming County) and in Tobyhanna (Monroe County). In 1998, a contract was established to provide primary care services in Schuylkill County and in 2001, a similar contract was established for Columbia County. In FY 2005, an outpatient clinic is expected to be opened in Northampton County.

As the history of the Medical Center continues to unfold, emphasis will continue to be placed on our Mission: *To maintain and improve veterans' health and quality of life.* The Medical Center is looking towards being a provider of choice by delivering the best health care services.

*Department of Veterans Affairs Medical Center
1111 East End Boulevard
Wilkes-Barre, PA 18711*

Mission

To maintain and improve veterans' health and quality of life.

Vision

To be a Provider and Employer of Choice by delivering the best health care services.

Values

Trust, Respect, Excellence, Compassion, Commitment

Organizational Profile

The Wilkes-Barre VA Medical Center is one facility among ten within the VA Stars & Stripes Healthcare Network. The Wilkes-Barre VA Medical Center service area consists of 19 counties having a veteran population of over 201,300 that covers over 13,300 square miles. The Wilkes-Barre VA Medical Center is a General Medical and Surgical facility consisting of 116 Operating Hospital Beds, 165 Nursing Home Beds, and 10 Substance Abuse Residential Rehabilitation Treatment Program Beds. The facility serves veterans throughout northeastern and central Pennsylvania and southern New York State and is affiliated with Drexel University College of Medicine, St. Luke's Hospital and Health Network (medical residency affiliation with Allentown



Community Based Outpatient Clinic (CBOC), Lake Erie College of Osteopathic Medicine and the Pennsylvania College of Optometry. Several special programs offered at the Wilkes-Barre facility include; a Hemodialysis Unit, Cardiopulmonary Rehabilitation Program, Outpatient Post-Traumatic Stress Disorder Program, Mental Health Clinic, Polysomnography Laboratory, Short Procedure Unit, Same Day Surgery Program, Women's Health Program, 23-Hour Observation Beds, Substance Abuse Residential Rehabilitation Treatment Program (SARRTP), a contracted Halfway House, a CARF accredited Healthcare For Homeless Veterans Program, Visual Impairment Services and an American Diabetes Association National Standards for Diabetes Self Management Education Program. The extended care program encompasses a Nursing Home Care Unit, a Geriatric Evaluation and Management Program, a CARF accredited Rehabilitation Unit, a Hospice Unit, and the following non-institutional care programs: Home Based Primary Care, VA Adult Day Health Care, Contract Adult Day Health Care, Contract Home Health Care, Homemaker/Home Health Aid, Outpatient Respite, Home Hospice and Care Coordination. Persian Gulf, HIV, Ex-POW, sexual abuse and behavior management modification are other examples of the diverse services provided by VAMC Wilkes-Barre. There are Vet Centers located in Scranton and Williamsport. Primary Care is also provided through the Medical Center's Community Outpatient Clinics located in Allentown, Columbia County, Northampton County, Sayre, Schuylkill County, Tobyhanna and Williamsport. Patient Care delivery is enhanced by Telemedicine Services & Patient Driven Scheduling. The Medical Center's Acute Hospital Care, Long Term Care and Home Care Programs are accredited by the Joint Commission on Accreditation of Healthcare Organizations.

Clinical Inventory
VISN 4

I=Inpatient O=Outpatient
C=CBOC S=Satellite

P=Community Provider
D=Department of Defense
A=Affiliate

INSTRUCTIONS: Following is a list of program areas in a clinical inventory.													
Please check those services that you provide and the appropriate column of how you provide it.													
STATION/MARKET: Wilkes-Barre													
Column markings		C	D	E	F	G	H	I	J	K	L	M	N
PROGRAM AREA		In-House VAMC/D OM/ NHCU	In house VAMC Clinic	CBOC	Satellite	VHA Regional/referral		Sharing with Comm/DoD/affiliate		Purchase Fee-For- Service		Contract service	
						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Audiology	Audio/Speech Path	X	X		X			**D					
Cochlear Implant	Audio/Speech Path												
Dysphagia Team	Audio/Speech Path	x											
Hearing Aid Clinic	Audio/Speech Path	X	X		X								
Speech Lab	Audio/Speech Path	X	X										
Speech Pathology	Audio/Speech Path	X	X										
Blind Rehab. Center *	Blind Rehab												
Blind Rehab. Clinic *	Blind Rehab												
VIST*	Blind Rehab	x	x										
BROS*	Blind Rehab												
Dental Implantology	Dentistry	X	X							X			
Dentistry (General)	Dentistry	X	X		X								
Endodontics	Dentistry	X	X		X								
Gerodontics	Dentistry	X	X		X								
Oral/Maxil. Surg	Dentistry	X	X							X			
Periodontics	Dentistry	X	X		X					X			
Prosthodontics	Dentistry	X											
Central Dental Lab	Dentistry						Wash DC 5						
**Will begin 10/1/01													

Clinical Inventory
VISN 4

I=Inpatient O=Outpatient
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P=Community Provider
D=Department of Defense
A=Affiliate

INSTRUCTIONS: Following is a list of program areas in a clinical inventory.													
Please check those services that you provide and the appropriate column of how you provide it.													
STATION/MARKET:		Wilkes-Barre											
Column markings		C	D	E	F	G	H	I	J	K	L	M	N
PROGRAM AREA		In-House VAMC/D OM/ NHCU	In house VAMC Clinic	CBOC	Satellite	VHA Regional/referral		Sharing with Comm/DoD/affiliate		Purchase Fee-For- Service		Contract service	
						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Contrast Procedures	Diag Radiology	X	X										
CT (Cat) Scanner	Diag Radiology	X	X										
Digital Sub. Angio.	Diag Radiology	X	X										
Mammography	Diag Radiology	x		X	x					I, O			
MRI	Diag Radiology	x							I, O/P				
Radiology (Interv)	Diag Radiology	X	X										
Ultrasound	Diag Radiology	X	X										
	(exception female)												
Alzheimers (Dem) Tx #	Geriatrics/Ext Care	X											
CNH Program #	Geriatrics/Ext Care	x											P
Commun. Home Health #	Geriatrics/Ext Care	x									P		
Community Res. Care #	Geriatrics/Ext Care												
Domiciliary (VA) #	Geriatrics/Ext Care												
Geriatric Primary Care	Geriatrics/Ext Care	X	X										
GEM (IP) #	Geriatrics/Ext Care												
GEM (OP) #	Geriatrics/Ext Care	x	X										
Home based Prim Care#	Geriatrics/Ext Care	x											O
Hospice	Geriatrics/Ext Care	X	X										
Respite Care #	Geriatrics/Ext Care	X											
VANHCU #	Geriatrics/Ext Care	X											
ADHC #	Geriatrics/Ext Care	x									P		
Assisted Living Pilot#	Geriatrics/Ext Care												

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Admitting/Screening	Medicine	X	X	X	x								
Aids Clinic (Op)	Medicine	X	X										
Aids/Hiv Center	Medicine	X	X										
AIDS/HIV LTC	Med-case mgmt	X	X										
Allergy Treatment	Medicine	X	X										
Bone Marrow Trans.	Medicine					X							
Onc.Cancer Treat. (Prim)	Medicine	X	X	X	x								
Onc.Cancer Treat. (Sec)	Medicine	X	X										
Onc.Cancer Treat. (Tert)	Medicine												
Card. (Consult/Init)	Medicine	X	X										
Cardiac Holter	Medicine	X	X	X									
Cardiac Cath.	Medicine					X	VISN 3						
Cardiology (Non-inv)	Medicine	X	X										
Cardiology Section	Medicine	X	X										
Cardiov. Risk Factor	Medicine	X	X										
Chronic Vent. Unit	Medicine	X											
Coumadin clinic	Medicine	X	X										
Coronary Angioplasty	Medicine					X	VISN 3						
Dermatology Section	Medicine	X	X										
Dialysis	Medicine	X	X										
Echocardiology	Medicine	X	X										
Electrocardiography	Medicine	X	X	X	x								
Electrophysiology/Pacer	Medicine					X	VISN 3						
Endocr. & Metabolism	Medicine	X	X										
Endoscopy (Diag)	Medicine	X	X										

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Gastroent - Lasers	Medicine						VISN 3			X			
Gastroent - ERCP	Medicine	X	X							X			
Gastroenterology	Medicine	X	X							X			
Gastroent - Proctology	Medicine	X	X							X			
Hematology Section	Medicine	X	X										
Immunology Section	Medicine	X	X										
Infectious Diseases	Medicine	X	X										
Internal Med Beds	Medicine	X	X				VISN 3						
Laser Treatment	Medicine												
Metabolic Units	Medicine												
MICU	Medicine	X	X										
Nephrology Section	Medicine	X	X			X							
Radiation Therapy	Medicine												
Pacemaker Implants	Medicine	X	X										
Pulmonary Medicine	Medicine	X	X										
Pulm - scopes	Medicine	X	X										
Rheumatology Section	Medicine	X	X										
Sleep Disorders Prog	Medicine	X	X			X	Deep Apnea Lab Only						
Therapeutic Pheresis	Medicine												
TransesophagealUsound	Medicine	X	X										
Woman's Clinic	Medicine	x	x	x	x								
Intermediate Medicine	Medicine	X	X										
Primary Care	Medicine	X	X	x	x								x
Telephone Care/Triage	Medicine	x	x	x	x		VISN 3						
SCI Center (Ltc)	Spinal Cord Injury *												
SCI Peer Counseling	Spinal Cord Injury *	x	X										
SCI Rehab. (Init)	Spinal Cord Injury *						2						
SCI Subs Abuse Unit	Spinal Cord Injury *												
SCI Sup. Unit (Ip)	Spinal Cord Injury *						2						

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
SCI Support Clinic	Spinal Cord Injury *	x	x				2						
AICD	Surgery	X											
Anesthesia-Pain control	Surgery	X	X										
Anesthesia (General)	Surgery	X	X										
Cardiac Surgery	Surgery	x					3						
Endoscopy (Broncho)	Surgery	X	X										
Heart Transplant	Surgery					thru Central Office							
Hyperbaric	Surgery										X		
Intensive Care (Sur)	Surgery	X											
Kidney Transplant	Surgery					thru Central Office							
Laparoscopic Surgery	Surgery	X	X										
Liver Transplant	Surgery						X						
Neodyn. laser	Surgery		X										
Neurosurgery	Surgery	x	x							X			
Ophthalmology	Surgery	X	X		x								
Otolaryngology	Surgery									X			
Peripheralvasc. Lab	Surgery	X	X										
Podiatry	Surgery	X	X	x	x								
Shock Wave	Surgery	X	X										
Surgery (Ambulatory)	Surgery	x	X										
Surgery (General)	Surgery	X	X							X			
Surgery (Hand)	Surgery	x				X							
Surgery (Ip, Prim)	Surgery	X											
Surgery (Ip Sec)	Surgery	X											
Surgery (Othopedic)	Surgery	X	X									X	
Surgery (Plastic)	Surgery	X					3				X		
Surgery (Thoracic)	Surgery	X											
Surgery (Urology)	Surgery	X	X							X			
Surgery (Vascular)	Surgery	X	X							X			

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Surgery (GYN)	Surgery	X	X									X	
Day treatment	Mental Health												O/P
Behavioral Medicine	Mental Health	X	X		X								
Biofeedback (Mh)	Mental Health	X	X		X								
CWT/TR	Mental Health	X (CWT only) X											
Electroconvulsive Tx	Mental Health					X							
Homeless	Mental Health *	X	X		X	X		O/P			O/P		O/P
Mental Health Clinic	Mental Health	x	X		X								
PICU	Mental Health												
Psych. Beds (Gen+SMI)	Mental Health *	X											
Psych. Beds (LTC)	Mental Health					X							
Psychology	Mental Health	X	X		X								
Psychogeriatric Prog	Mental Health					X							

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Ptsd (IP)	Mental Health *	X (inc.	npt psych beds)										
Ptsd Clinical Team	Mental Health *		nc. w/MHC)										
Ptsd Res. Rehab Prog	Mental Health												
Substance Abuse (IP)	Mental Health *	X											
Opiod Substitution	Mental Health	x				X							
Substance Abuse (OP)	Mental Health *	X	X		X								
Vocational Rehab.	Mental Health	X	X										
Behavioral Neurology	Neurology	X	X										
Brain Elec. Act. Map	Neurology	X	X										
Consult Svcs (Neuro)	Neurology	X	X										
Dementia	Neurology	X	X										
Eeg	Neurology	X	X										
Emg (Neuro)	Neurology	X	X										
Epilepsy Center	Neurology	X	X										
Evoked Pot. Testing	Neurology	X	X										
Movement Disorders	Neurology	X	X										
Multiple Sclerosis	Neurology	X	X										
Neuro/AIDS	Neurology	X	X										
Neurodeg. Disorder	Neurology	X	X			X	VISN 3						
Neuroimmunology	Neurology												
Neurology Bed Svc.	Neurology												
Neuromusc. Dis. Prog	Neurology	X	X										
Seizure Discord Prog	Neurology	X	X										
Stroke Ctr. (Acute)	Neurology	X	X										

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Bone Densitometry	Nuclear Medicine	x											C
Cyclotron	Nuclear Medicine												
Nuclear Med. (Diag)	Nuclear Medicine	X	X										
Nuclear Med. (Scans)	Nuclear Medicine	X	X										
PET	Nuclear Medicine	X	X										
Radioimmunoassay	Nuclear Medicine	x											
Radionuclide Therapy	Nuclear Medicine	X	X										
Radiopharmacy	Nuc Med (contr)	X	X										
Telenucl Med Interpret	Nuclear Medicine												
Tomography	Nuclear Medicine	X	X										
Optometry	Optometry	X	X	x	X								
Region. Eye Centers	Optometry & Ophth												
Chemistry (Special)	Pathology	X											
Crystal Id Ref. Lab.	Pathology	X											
Cytogenetics	Pathology												P
Electron Microscopy	Pathology												P
Endocrine Ref. Lab.	Pathology												P
Flow Cytometry	Pathology												P
Glc Mass Spect.	Pathology												P
Hemoglobinopathies	Pathology												P
Histochemistry	Pathology	X											
Histology	Pathology	X											
Histology (Routine)	Pathology	X											
Immunofluorescence	Pathology	X											P
Immunopathology	Pathology												

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Muscle Biopsy	Pathology												P
Mycobacteriology	Pathology	X											
Mycology Sus. Test	Pathology	X											
Pathology (Anatomic)	Pathology	X											
Serologic Studies	Pathology	X											P
Tb Reference Lab.	Pathology												P
Toxicology Ref. Lab.	Pathology												P
Virology Ref. Lab.	Pathology												P
Amputee Prosth. Team	Prosth/SensAids	X	X		X								
Prosth/Ortho. Lab.	Prosth/SensAids	X	X										P
Wheelchair Clinic	Prosth/SensAids	X	X		X								
Home Respiratory care	Prosth/SensAids	X	X										P
Amputee clinic	Rehab Medicine	X	X		X								P
Biofeedback (Rehab.)	Rehab Medicine												
Brain dysfunction rehab	Rehab Medicine												
Cardiac Rehab. Prog.	Rehab Medicine	X	X										
Chronic Pain Program	Rehab Medicine		x										
Comp. Rehab. Ctr.	Rehab Medicine	X											
Chiropractic Medicine	Rehab Medicine												
Educational Therapy	Rehab Medicine												
Incentive Therapy	Rehab Medicine												
Kinesiotherapy	Rehab Medicine	X	X										
Manual Arts Therapy	Rehab Medicine												
Nerve Cond. Studies	Rehab Medicine	X	X										
Occupational Therapy	Rehab Medicine	X	X										
Physiatry	Rehab Medicine												
Physical Therapy	Rehab Medicine	X	X		X								

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						VISN 4	Other VISN	On-site	Community	On-site	Community	On-site	Community
Recreation Therapy	Rehab Medicine	X	X										
Rehab. Med IP	Rehab Medicine	X											
Stamp-PACT *	Rehab Medicine	X	X		X								
Stroke Rehab.	Rehab Medicine	X	X		X								
TBI Phase I *	Rehab Medicine						6						
TBI Phase II *	Rehab Medicine						6						
TBI Phase III *	Rehab Medicine						6						
TBI Phase IV *	Rehab Medicine						6						
Clin Pharmacy Inpatient	Pharmacy	X	x										
Clin Pharmacy outpatient	Pharmacy		X	x	X								
Social Work Services	Social Work	X	X	x	X								
Chaplain	Chaplain	X											
Nutrition/Dietetics	Dietetics	x	x	x	x								
Readjustment Counsel.	Readjust Counsel	X	X		X								
Gulf War Clinic	Medicine/Neuro		X		x								

Strengths, Weaknesses, Opportunities, Threats

Strengths

- ❖ Balance Scorecard
- ❖ Large patient base
- ❖ Technology: CPRS; Telemedicine, Teleradiology, Electronic Medical Record; BCMA, Webpage; Electronic Employee Education
- ❖ Part of large national healthcare system
- ❖ Experienced/dedicated workforce
- ❖ Continuum of care
- ❖ Wide variety of services
- ❖ Unique Special Emphasis Program
- ❖ Newly renovated clinical areas
- ❖ Partnership with union
- ❖ VA mission: Patient Care, Research, Education, Homeless
- ❖ Education and training of employees
- ❖ Strong clinical data collection
- ❖ Well established volunteer program
- ❖ Academic Affiliations
- ❖ CBOCs
- ❖ Congressional support
- ❖ Residency program
- ❖ VSO's relationship
- ❖ Full time Physician-based staff
- ❖ Respect from community
- ❖ Highly educated staff
- ❖ Consolidated purchasing system
- ❖ Facility Expansion
- ❖ Community Outreach
- ❖ Fluid Technology

Strengths, Weaknesses, Opportunities, Threats (Continued)

Weaknesses

- ❖ Communication
- ❖ Customer service
- ❖ Waiting time for service
- ❖ Employee satisfaction
- ❖ Uncertain budget (Year-to-Year)
- ❖ Patient transportation
- ❖ Patient Waiting Room Time
- ❖ Resource Allocation
- ❖ External customer satisfaction (patients and other customers)
- ❖ Lack of team concept in outpatients
- ❖ Telephone system
- ❖ Outdated processes (still do things the old way)
- ❖ Succession planning
- ❖ Lack of depth in certain positions
- ❖ Insufficient team concept
- ❖ “What’s-in-it-for-me” attitude
- ❖ Patient Scheduling
- ❖ Lack of specialties at clinics
- ❖ Employee diversity
- ❖ Unfunded mandates
- ❖ Inability to compete for technically skilled employees.
- ❖ Too many start-ups, without completion
- ❖ Aligning resources w/organizational training needs
- ❖ Research Opportunities

Strengths, Weaknesses, Opportunities, Threats (Continued)

Opportunities

- ❖ Expand access/CBOC proposals
- ❖ Increase demand for Specialty Care
- ❖ Increase third party collections
- ❖ Financial problems of external organizations affecting VA
- ❖ Inpatient care workload
- ❖ Coordination of Care
- ❖ Lack of affordable health insurance
- ❖ Malpractice crisis
- ❖ Enhance Public Images
- ❖ Improving training techniques
- ❖ Benchmarking
- ❖ Beautification of internal/external grounds
- ❖ Aging Veteran population
- ❖ Increase efficient use of personnel
- ❖ Partnership with DoD/community
- ❖ Minimal invasive surgery
- ❖ Reengineer processes
- ❖ Telehomehealth
- ❖ Utilize Data Collection
- ❖ Customer Service
- ❖ Community Physical Exodus due to Malpractice

Strengths, Weaknesses, Opportunities, Threats (Continued)

Threats

- ❖ Workforce (aging & shrinking) increased eligible retirement workforce
- ❖ Patient reliance on system
- ❖ Aging Veteran Population
- ❖ Public image
- ❖ Future eligibility restrictions
- ❖ Replacement of aging equipment
- ❖ Under Utilization of inpatient services
- ❖ Competition for resources (staff) with other organizations
- ❖ External reviews
- ❖ Liability of suits (EEO, Malpractice, etc.)
- ❖ Limited Specialized Services at CBOC

***Budget Assumptions
FY 05***

1. Enhance VERA revenue streams to capture all allowable revenues.
2. Meet the VISN MCCF collection goals and reduce the backlog and days in Accounts Receivables to meet the established performance goals.
3. Increase alternative source of revenues by 10%.
4. Increase uniques by 4% over the FY 04 actual.
5. Maintain an FTEE cumulative level of 950 (or below) as of 9/30/05.
6. End the Fiscal Year with an on board FTEE level of 960 or below.
7. Monitor Pharmacy strategies in order to maintain expenditure at or below an 14% increase.
8. Each Service Chief will limit FY 05 Control Point expenditures to a growth of no more than 1.5% (excluding Pharmacy).
9. Meet or exceed the planned amount of management efficiencies for FY 05.
10. Open the Northampton County Clinic in January, 2005.
11. Establish a UR program in the Laboratory and Radiology to reduce all other costs.
12. Continue to monitor all personal service contracts and Fee Basis employees for cost effectiveness.
13. Carryover of \$996,555.41 into FY 2005.

I.			VHA GOAL: Restore the capability of veterans with disabilities to the greatest extent possible and improve the quality of their lives and that of their families.					
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	1. Lead the nation in health care for patients with disabilities commonly associated with military service.	1.Screen/access Iraqi war veterans - PTSD 2.Discuss screening and assessment process with Dr. Casagrande. 3.Provide training/education to the professional staff regarding the common ailments associated with military service. 4.Distribute literature regarding the research on disabilities commonly associated with military service (i.e.,	110B (M. Burgess)	1		11/1/2004		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Seamless care: - Reduce gaps from discharge from active duty to VA Care 2.Record transition POD, i.e. SCI Coordinator works with Prosthetics 3.Maintain contact with DOD liaisons assigned to military hospitals. To obtain discharge information on AD military coming out of military hospitals. 4.Provide follow-up calls to the homes of AD military who were recently discharged from military hospitals.	110B (M. Burgess)	1		Ongoing		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Care to Service Connected & Non Service Connected 2.Ensure that policies and procedures regarding Standards of Care are standardized and maintain same level of quality of care to all veterans.	110B (M. Burgess)	1,2,3,4,11,12,13,14,15,17,18,20		Ongoing		
		SPECIAL EMPHASIS PROGRAM						
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	a. SPINAL CORD 1.To ensure that VERA dollars are captured for those patients who qualify 2.To educate veterans regarding eligibility 3.Maintain SCI registry and automate process 4.Submit monthly and quarterly reports on time 5.Maintain performance measure at the Exceptional level	110B (A. Kurlansky)	13,14,17		Ongoing		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	b. Blindness 1. Increase applications to BRC in West Haven, CT. 2. Use VERA model for coding with new encounter form, when available. 3. Begin local agency training for computer access training for blinded veterans.	111A (K. Klushin)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	c. Seriously Mental Ill 1.Obtain approval and recognition from NEPEC 2.Ensure that all psychiatric patients are screened for MHICM program at time of admission 3.Ensure that MHICM candidates meet the criteria established by NEPEC 4.Increase communication between all individuals concerned who have a need to know about the progress of MHICM program	110B (B. Whitlock)	2		1.1/1/2005 2.Ongoing 3.Ongoing 4.Ongoing		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	d. Substance Abuse 1.Re-evaluate existing policies/procedures and look at alternatives/options that will firm up and improve existing controls of patients referred to the SUD monitor 2.Provide incentives for SUD patients to complete the program 3.Lead the Nation in the provision of exceptional care 4.Hire staff to do more outreach 5.Increase use of telesocial work for outreach purposes	110B (C. Veach)	15		8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	e. Homeless 1.Automate reports 2.Lead the Nation in the provision of exceptional care 3.Ensure that Grant & Per Diem programs continue to provide quality care and services to our veterans 4.Continue to network with community agencies to expand our services	110B (D. Warke)	1,8		8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	f. PTSD Implement procedure on all positive primary care PTSD screens for patients not under current care for PTSD.	116P (Dr. Casagrande)			11/1/2004		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	g. Psychotic Disorders Increase capacity for veterans with psychotic disorders in CBOCs by implementing/increasing telepsychiatry.	116 (Dr. J. Shah)			12/1/2004		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	h. Minority Veterans 1.Continue to educate minority veterans about the program 2.Submit brochures, pamphlets, etc. that describe this program and the services offered 3.Increase enrollment of minority vets into the program by 10%	110B (B. Whitlock)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	i. Women's Health 1. Monthly cervical and breast cancer screening from EPRP. 2. No-show rates in Women's Health clinics monthly. 3. Osteoporosis screening for women over 65 years. Report quarterly. 4. Educational programs for women veterans at least semi-annually. 5. Social programs for women veterans at least semi-annually. May be integrated with educational programs.	111 (L. Guszick)	11		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	j. PACT Continue to provide early intervention to patients identified at risk for limb loss.2. Track patients through the continue of care. 3. Seek education to new orthotic devices and wound care techniques as identified in the Service Education Plan.	117 (T. Germain-Tudgay)					
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Mental Health Service at each site - Psychologist time in hospital Assign .2 Psychologist to Med/Surg. Assign .5 Psychologist to NHCU.	116 (Dr. J. Shah)	1		10/1/2004		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Vocational Rehabilitation at each site Hire additional psychologist at AOPC, SOPC and WCBOP to expand vocational rehabilitation services at each site.	116 (Dr. J. Shah)			12/1/2004		

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Substance abuse at each site Hire additional 1 FTE Social Worker at AOPC; .5 FTE Social Worker at SOPC and .5 Social Worker at WBOC. 	110B (M. Burgess)			8-30-05		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Noninstitutionalized Care - Adult Day Care - Expand program through staff and community education. 2.HHA - Assess current status and identify future needs. 3.HBPC - Meet and/or exceed the targets established by VISN 4 4.Skilled Nursing - Maintain this program to support present needs of the veteran population and expand the census to enhance effective discharge planning for hospitalized veterans.	114 (C. Kieczkajlo)	9		1.3/1/2005 2.11/1/04 3.3/1/05 4.3/1/05		
II.			VHA GOAL: Ensure a smooth transition for veterans from active military service to civilian life.					
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	3. Provide a seamless transition from military to VA health care.	1.Link when veterans discharge Provide a seamless transition from military to VA health care. 2.Maintain contact with DOD liaisons from military hospitals to obtain discharge information on veterans returning home. 3.Follow up with a personal call to the member once s/he returns home.	110B (M. Burgess)			8/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Returning combat veterans 1. Provide briefings to military units within our cachement area regarding eligibility and offer enrollment packets. 2. Review VA services and eligibility rights with member. 3. Make an effort to greet the member when s/he arrives for their first scheduled appt. and assist (when possible) in helping them through the facility. 	110B (M. Burgess)			Ongoing		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1. Educate veterans regarding: <ul style="list-style-type: none"> - eligibility - public marketing 2. Provide briefings to military units within our cachement area regarding eligibility and offer enrollment packets. 3. Look for a video that describes our services and send copies of video to surrounding reserve units and installations.	110B (M. Burgess)			11/1/04 5/1/05		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Check with VBA for involvement for linkages To be determined. There is software that addresses linkages. Will discuss with Chief ISS.	110B (M. Burgess)			11/1/2004		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Work with reserves and DoD for veteran listing 	110B (M. Burgess)			Ongoing		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Visit reserve units to speak POC did a briefing to the Army Reserve Unit, 320 MP unit in Ashley, PA on 8/6/04. VA services and benefits were described and enrollment forms and eligibility packets were distributed.	110B (M. Burgess)			Ongoing		
III.			VHA GOAL: Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation.					
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Efficiency	4. Promote timely and equitable access to health care.	1.Top 50 clinics - Service Agreements and meet requirement. 2.Review/Update all existing Service Agreements to comply with National Standard. 3.Identify Top 50 clinics 4.Work with services to develop service agreement for each of the top 50 clinics. Set deadlines for service agreements to be submitted to COS for review/approval. 5.AA/COS and Chief, BOS or designee to review each service agreement to ensure national standards are met prior to publishing and posting on the web page.	11A/16 (P. Delisle) (C. Bencho)	1,3,4		1.Ongoing 2.10/31/2004 3.9/30/2004 4.Ongoing 5.Ongoing		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Access right place for scheduling needs Meet with Dr. Ali, Kathy Mrozinski, Mary Galagotis, Deb Karrott, Sue Rasmussen to establish guidelines to appropriately direct PDS calls	16 (M. Galagotis)			June 04 - Jan 05		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	1.Assess scheduling process to address veterans scheduling needs especially telephone 2.Publicize in newspaper and web site 3.Educate in clinic areas via pamphlets 4.Clerks educating when giving out team card	16 (M. Galagotis)			Aug 04 - Jan 05		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	1.Contingency plan if workload is over 30 days 2.AA/CPS and Chief, BOS will develop a mechanism (email) for clinical and business office staff to quickly report any appointment that can not be scheduled within the 30 days. Service Directors, clinical staff, Business Office and COS office will review each for clinic availabilities, potential practice changes (i.e. add groups), staffing, clinic setups to create additional clinic availability when possible. 3.COS has provided blanket approval to fee out any patient who can not be scheduled within 30 days from desired date. Patient will be provided information on our next available appointment date and make a choice of fee or VA for the service. If patient chooses to keep the VA appointment patients desired date will be edited. 4.Chief, BOS and AA//COS will document contingency plan with procedures for implementation. All involved staff in scheduling for services (Business office and Clinical Service staff) will receive copy of plan and education on implementing the	16 (M. Galagotis, C. Bencho, N. Fisher)	1,3		Ongoing		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Contingency plan if cannot answer phone in scheduling Hire additional staff Revert to voicemail 	16 (M. Galagotis)			Sept 04 - Feb 05		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Build data base to track staffing costs vs. fee costs associated with above contingency plan Chief BOS and AA/COS will develop mechanism to capture the information through-out the year by service. Costs comparisons will be done for use in management decisions regarding staffing and fee contracts. 	11/16 (Dr. Grossman/N. Fisher, C. Bencho)			Sept 04 - Feb 05		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Explore outside scheduling contract Contact outside temp agencies to support scheduling as needed 	16 (M. Galagotis, S. Rasmussen)			Sept 04 - Feb 05		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Expand CBOCs Williamsport expansion due to increased workload Maintain panel size/wait times 	111 (Dr. R. Shah)	1,3		1/1/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Additional CBOCs Open clinic in Northampton County, PA 	111 (Dr. R. Shah)	1,3,4		1/1/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Use telemedicine to meet needs 1. Use of Telemedicine to expand needs: Enhance the Utilization of the Telemedicine Technology to decrease waiting times in areas such as: Bangor Outpatient Clinic Residential Care Homes State Veterans Center Scranton State Nursing Home Substance Use Disorder Program Schuylkill Outpatient Clinic 2. Expand use at existing outpatient sites: AOPC, SOPC, WOPC, and TOPC 	108 (T. Patts)	1,3,4		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Expand Nutrition Telemedicine services to Northampton and Northumberland CBOC's 	110A (B. Pavon)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
Quality Care	5. Continuously improve the quality and safety of health care.	<ul style="list-style-type: none"> Patient education use of equipment Evaluate need for written instructions. Emphasize the Tell, Write, Act (TWA) approach. 	102 (D. Smith)			9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> National Patient Safety Goals 2005 Hospitals' National Patient Safety Goals: 1) Improve the accuracy of patient identification 2) Improve the effectiveness of communication among caregivers 3) Improve the safety of using medications 4) Improve the safety of using infusion pumps 5) Reduce the risk of health care-associated infections 6) Accurately and completely reconcile medications across the continuum of care 7) Reduce the risk of patient harm resulting from falls 2005 Long Term Care National Patient Safety Goals: 1) Improve the accuracy of resident identification 2) Improve the effectiveness of communication among caregivers 3) Improve the safety of using medications 4) Improve the safety of using infusion pumps 5) Reduce the risk of health care-associated infections 6) Accurately and completely reconcile medications across the continuum of care 7) Reduce the risk of resident 	OOQ (Y. Bohlander)	14,20		8/30/2005		
		8) Reduce the risk of influenza and pneumococcal disease in institutionalized older adults 2005 Home Care National Patient Safety Goals 1) Improve the accuracy of patient identification 2) Improve the effectiveness of communication among caregivers 3) Improve the safety of using medications 4) Improve the safety of using infusion pumps 5) Reduce the risk of health care-associated infections 6) Accurately and completely reconcile medications across the continuum of care 7) Reduce the risk of patient harm resulting from falls 2005 Laboratory Services National Patient Safety Goals: 1) Improve the accuracy of patient identification 2) Improve the effectiveness of communication among caregivers 3) Reduce the risk of health care-associated infections						
				Link to	Link to	Target	Reporting	

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> BCMA to outpatient settings Work arounds in BCMA National initiative to examine all BCMA work arounds by National workgroup to make it more user friendly and provide care across the continuum. WB BCMA committee meets monthly to discuss problems and resolutions	114 (E. Hunter)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> ID how to handle radiology reports 	115 (B. Yalch)	19		8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Ensure resident supervision and competency - according to resident criteria (Self assessment tool) Create template to meet resident supervision requirements 	111 (R. Shah)	10		8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Assure employees have certifications and privileging requirements prior to hire HR will not appoint until above has been met. 	05 (L. Woods)			Ongoing		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Develop and implement quality control methods of scanned documents 1. QA reviews - 100% of all documents x 1 week + 3 error free days, then 20% of all documents scanned by staff. 2. Correction of past/future errors in Vista Imaging Display - reclassification of position description of QA Scanning Specialists to include Error Corrections will assist this 	16 (D. Terpak)			1. Ongoing 2. 11/15/04		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	1. Review Peer Review Process and standardize 2. Establish Committee to Review/Design and implement new peer review process. The group will review the term peer review and discuss a more appropriate term to ensure it is not confused with the current peer reviews accomplished by Risk Management/PI. 3. Committee will develop forms and set criteria for review quantity, frequency, reporting standards.	11A (P. Delisle)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	1. Centralize Peer Review 2. Establish Committee to Review/Design and implement new peer review process. The group will review the term peer review and discuss a more appropriate term to ensure it is not confused with the current peer reviews accomplished by Risk Management/PI. 3. Committee to become oversight and approval body for ongoing monitoring and changes to ensure continued standardization of process throughout the clinical services. 4. Committee to become oversight and approval body for ongoing monitoring and changes to ensure continued standardization of process throughout the clinical services.	OOQ (Y. Bohlander)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Implement Care Management (New CPRS) package 1. Alpha test the Nursing and Physician dashboards in a controlled area with 2. Utilize the alpha testers as Super Users 3. Expand to all areas of medical	19 L. Donnelly K. Paciotti			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Implement "Clinical Procedures" package (1) Prioritize medical equipment to be interfaced (2) Interface one piece a month (3) Assess equipment that currently is not networkable and decide either to replace, upgrade or not interface (BioMed)	19 K. Paciotti			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Improve interdisciplinary Rx planning Educate providers on use of new interdisciplinary treatment form and more accurate documentation. 	116 (Dr. J. Shah)			11/1/2004		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Close consults 2.Review current practices to ensure new backlogs do not build. 3.Review and Edit all consult procedures to ensure they are current and facilitate continued success in 0 backlog goal.	11A (P. Delisle)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Patient Satisfaction	6. Emphasize patient-centered care, especially for our most vulnerable patients.	<ul style="list-style-type: none"> Expansion of noninstitutional program, including telehealth 1.Expand non-institutional programs to those patients that need i.e., Home Healthcare: HHA, adhc, HBPC, Respite, Hospice , SCI 2.Formulate and initiate a Telehomehealth program. 3. Enroll 150 patient in the program by the end of FY05. 	114 (C. Kieczkajlo)	9		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Expand care coordination - look at all aspects inpatient and outpatient (home visit) 1.Initiate a Care Coordination Team. 2.Formulate on FY 05 action plan focused on FY05 action plan focused on the expansion of Care Coordination throughout the system. 3.Develop a Medical Center - system-wide education roll-out plan. 	108 (T. Patts)			9/30/2005		
				Link to	Link to	Target	Reporting	

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Upgrade advanced directives 1. Include training on DNR and advanced directives for annual mandatory review. 2. Continue to monitor DNR and advanced directive postings in nursing home of accuracy. 	11A (P. Delisle)			8/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	7. Proactively invite and act on complaints and suggestions.	<ul style="list-style-type: none"> Recognize staff for patient satisfaction/service (Instant Recognition Awards) 	05 (L. Woods)	21,22		10/1/2004		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Use data from patient education, outpatient, inpatient on more timely basis. Consult with PI Coordinator to determine method to obtain. 	102 (D. Smith)			6/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Patient Satisfaction recommendations Advocacy Committee will review and implement. 	110C (Fr. Martin)	21		11/30/2004		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Review employee suggestion process Advocacy Committee will review and implement. 	110C (Fr. Martin)	22		11/30/2004		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Explore telephonic report on dictated information for specific reports	16 (MB Hudak)			10/30/2004		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Create buddy system for new veterans-volunteers and employees Will review & implement	110C (Fr. Martin)	22		11/30/2004		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Create a preceptor/mentor program for new employees Inform Services that all new employees will be assigned to a Preceptor to guide them in learning their new job. Each Service will inform Staff Development of assignment within one day of EOD.	102 (D. Smith)	22		1/5/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
Perceived Quality	8. Equip patients and staff with practical health information.	• Increase awareness of HealtheVet and Medical Center HealtheVet Provide classes to Medical Center staff and ongoing classes to veterans. Request volunteer to instruct veterans on computer use in waiting areas.	102 (D. Smith)			9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Nutrition information on the website	110A (B. Pavon)			8/30/2005		
				Link to	Link to	Target	Reporting	

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Increase use of i-med consent 2.Meet with Dr. Ali to determine where we are with process, discuss need to pull group together again to review previous plan and update for FY05and develop plan to continue implementation as new consents are developed and new equipment made available.	11A (P. Delisle)			8/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Provide directions to veterans-maps, etc.	16/18/10 (M. Galagotis J. Malhoyt K. Hoge D. Schlosser)			8/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Assess the feasibility of purchasing a Closed Circuit TV System with Web Interface to enhance patient's viewing in the Hospital	102/ 19/ 18 (D. Smith S. Reese J. Malhoyt)			10/15/2004		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Ensure scheduling letters up-to-date	16 (B. West M. Galagotis)			8/30/2005		
IV.			VHA GOAL: Continue to the public health, emergency management, socio-economic well-being, and history					
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Technical Quality	9. Focus research efforts on veterans' special health care needs.	• Increase awareness of minority veteran health care needs - enhance distribution of research findings	110B (M. Burgess)			8/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Participate in VISN wide IRB (by Aug or Sept) 2. Review of Multi-Site IRB Participant Requirements, to include resource 3. Create PD for ACOS/COS for Research to include the roles and responsibilities of the research contact person. 4.Establish R&D and HRPP Committees to meet NCQA Accreditation Standards 5.Name IRB Contact Person for WB 6.Designate one representative and one alternate to serve as substitute site member to ensure attendance at all Multi-site IRB meetings. 7.Review resource requirements and develop plan/request for budget and staffing necessary.	111 (Dr. M. Ali)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	10. Promote excellence in the education of future health care.	• Increase applicants for Allied Health Professional i.e. Psychology Forward announcement of applications to all services involved. Send reminder regarding deadline date for applications. Services to complete request for applicants.	102 (D. Smith)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Sponsor national speakers in offering to community Request additional support staff to coordinate National Speaker Program.	111 (Dr. R. Shah)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Encourage participation in HCLI, ECF, etc.	102 (D. Smith)			9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	11. Assure VHA's readiness to respond in case of local and national emergencies.	• Educate staff on D-Con	102 (D. Smith)			9/30/2005		

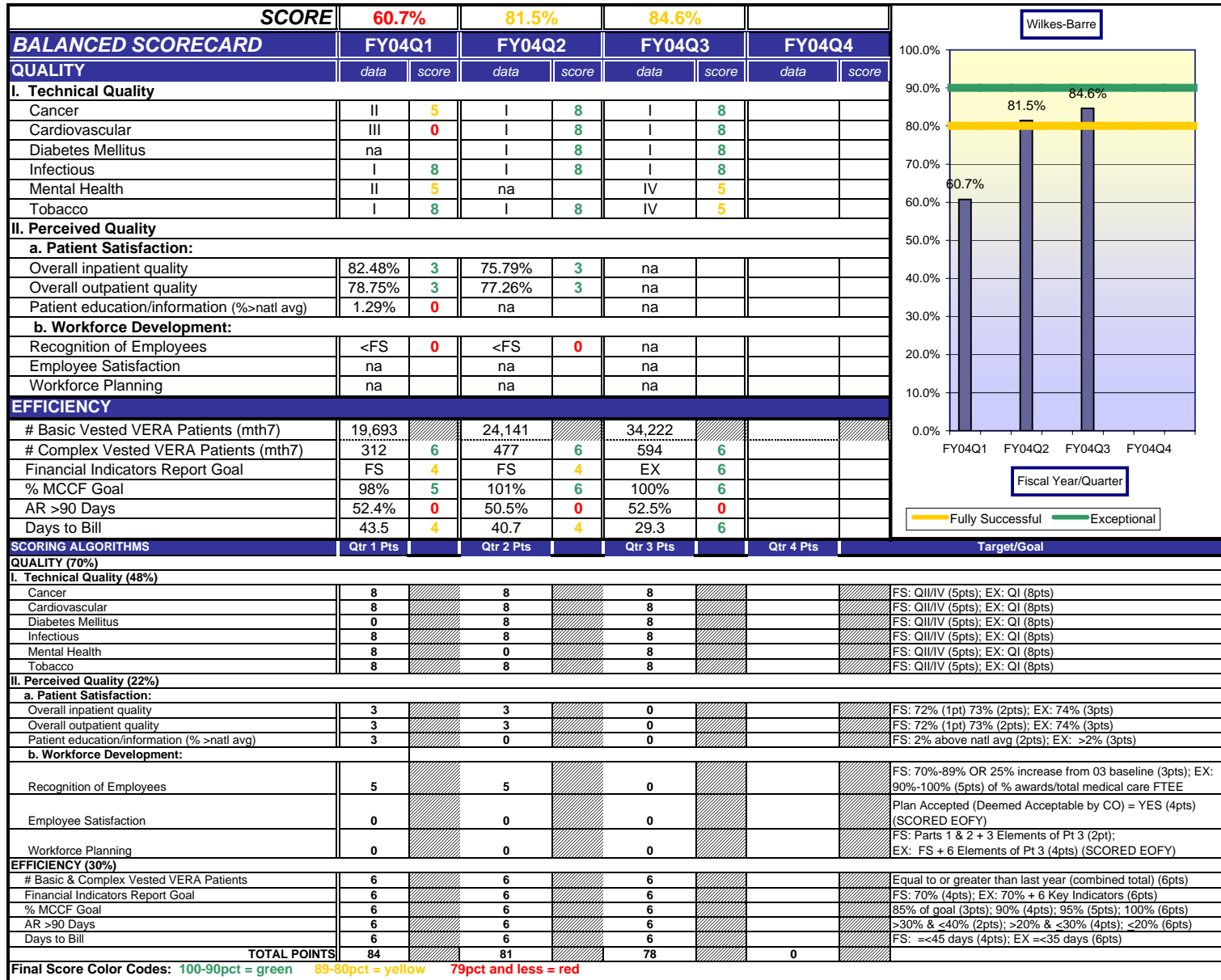
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Enhance involvement with local community disaster drills	07 (M. Donnelly)			1/31/2005		
V.			VHA GOAL: (Enabling Goal): Deliver world-class service to veterans and their families by applying sound business principles that result in effective management of people, communications, technology and					
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	12. Match VHA's human resources with current and future staffing needs.	• Fund upward mobility positions Position(s) will be identified by Service Chief and forwarded to RMC for consideration.	05 (L. Woods)	22		Ongoing		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Increase resources for employee development including realigning staff for opportunities HR to provide education to employees throughout FY-05	05 (L. Woods)	22		10/1/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Expand position posting for upward mobility to include opportunities for lower grade employees HR will continue to suggest to Service Chief and RMC to target positions at lower grades until they reach full promotion potential.	05 (L. Woods)	22		Ongoing		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Target recruitment for under representation HR to receive listing from EEO Manager of outside diversity sources to advertise for qualified candidates.	05 (L. Woods)	22		Ongoing		
				Link to	Link to	Target	Reporting	

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Assure a bank of staff with knowledge, skills, and abilities for upcoming vacancies Provide guidance on educational opportunities to assist with developing knowledge, skills and abilities for anticipated upcoming 	102 (D. Smith)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Enhance mentoring/shadowing program 	102 (D. Smith)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> Explore use of bridge programs in succession planning Depending on FY-05 budget, announce and Service Chief to select encumbered position prior to departure of current employee. 	05 (L. Woods)	22		Ongoing		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Perceived Quality	13. Enhance the work environment to improve employee satisfaction.	<ul style="list-style-type: none"> Follow up on employee satisfaction recommendations (for example flex place and flex time) 1.Group 1 Advocacy Committee will review and advise by 10/15/04 2.Group 2 Advocacy Committee will review and advise by 10/15/04 	110C (Fr. Martin)	22		1.11/30/04 2.11/30/04		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	1.Develop service-level education plans to include areas for outside activities and personal development 2.Services to develop service-level education plans to include areas for outside activities and personal development - submit to Staff Development. Staff Development to provide guidance on the development of Service level education plans.	102 (D. Smith)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Explore program officials to provide technical information i.e. communication, discipline, leave to Supervisors. Program officials to provide above educational content.	102 (D. Smith)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Increase awareness of sensitivity to employees Provide educational programs.	102 (D. Smith)	22		9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Increase flexibility with employee scheduling and leave	05 (L. Woods)	22		10/1/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Patient Satisfaction Employee Satisfaction	14. Raise awareness of VHA and services provided.	• Develop and implement a Medical Center Communication Plan	OOA (V. Riccardo)	21,22		12/1/2004		
				Link to	Link to	Target	Reporting	

				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	• Enhance patient education web page	102 (D. Smith)	21		9/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
Efficiency	15. Increase Revenue and efficiency through sound business practices.	<ul style="list-style-type: none"> • Improve use of data validation Identify areas of High Priority for Data Management 1. Identify process/system changes needed to ensure more consistent data management 2. Identify education needs of data users 3. Utilize a more delineated data management control group modeled after the NDAIO 4. Areas ID for Improvement: 5. Improve the Utilization Management data through implementation of the contract for case management. 6. Ensure more accurate coding of billable and nonbillable encounters to receive a more accurate allocation from 7. VERA and through FACwork. 8. Track implementation of national encounter forms. 9. Ensure more timely completion of encounter forms. 10. Track implementation of national encounter forms. 11. Ensure more timely completion of encounter forms. 	117 (T. Germain-Tudgay)	5,6		8/10/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments
	CONTINUED	<ul style="list-style-type: none"> • Physician time and attendance (perf measure) Continue monthly audits of the physical presence and electronic validation of part time physicians during scheduled hours 	OOC (F. Wojtash)			8/30/2005		
				Link to	Link to	Target	Reporting	
Key Drivers	VHA Strategies	Action Plan	Service	Perf Measures	Perf Monitor	Date	Schedule	Accomplishments

Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	1.Implement a pilot on conversations with physicians 2.Establish Steering Committee for ROI 3.Collect baseline Data 4.Design intervention 5.Select sites/services for intervention and set date for intervention. 6.Set timeframe for collection of outcome data. 7.Review analyze and publish Return on Investment Studies. Determine changes needed for improving intervention if necessary. 8.If indicated formalize the intervention and schedule to reach all clinicians including CBOCs.	11A (P. Delisle)			8/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Use trial periods for equipment EM 138MM-02-95 will be revised to require mandatory evaluations for equipment with affect multiple and/or multidisciplinary people	18 (J. Malhoyt)			9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Invest in education to eliminate maintenance contracts. Identify educational opportunities and costs with cost savings for budget hearings	18B (J. Pellicano)			9/30/2005		
Key Drivers	VHA Strategies	Action Plan	Service	Link to Perf Measures	Link to Perf Monitor	Target Date	Reporting Schedule	Accomplishments
	CONTINUED	• Continue revenue cycle improvement initiatives	16 (G. Warnagiris)			8/30/2005		



Human Resources

Human Resources Planning:

The Wilkes-Barre VA Medical Center will continue to maintain and, where appropriate, expand services to an increasing base of unique patients during the period covered by this plan. At the same time, budget realities and constituent expectations will require a continued emphasis on efficiency, and the assurance of high quality care and service. The overall size of the Medical Center workforce will depend on supportable FTEE and the majority of recruitment will be on direct patient care activities. At the same time, retirement projections suggest significant losses in critical occupations, and may require the implementation of targeted recruitment and development strategies. Finally, retention strategies must be developed to promote high levels of staff satisfaction in the face of heavy workload and insufficient resources.

A Staffing Review Team was assigned to assess staffing levels across the Medical Center. Staffing benchmark standards were used for comparative analysis as available. When unavailable, dashboard VA facilities that were similar to the Medical Center were used for comparative data. The outcome of the review permits the facility to begin adjusting staffing to appropriate levels to positively impact staff satisfaction.

Action may be required during the planning period to address the human resource implications of the above scenario. In particular, the Medical Center will focus aggressive efforts in the following areas:

- (1) Succession Planning:** The Medical Center will face significant losses of talent over the rating period. Such losses are likely to occur across a wide variety of occupational categories. The Succession Planning Committee prepared a plan that included what was considered to be the most critical positions to recruit for. The Resource Management Committee will determine priority in conjunction with the Strategic Plan, the 9 Point Plan and individual service plans. In response to this challenge, the Human Resources Committee will focus recruitment strategies towards these occupations. Service line managers should consider establishing career development programs in the following areas: Finance Specialist/Manager; Human Resource Specialist/Manager; Engineering/Facilities Professional/ Manager; Nurse Manager/Executive; Nurses, Housekeeping Aides, and Food Service Workers. Once the FY 05 budget is determined, we will expand the use of the bridge program to bring in individuals for targeted positions prior to the departure of the incumbent to ensure a smooth transition of skills and knowledge.
- (2) Workforce Development:** As indicated above, our Resources Management Committee will monitor efforts to effectively address a broad range of workforce development issues. This will include the review and recommendation of recruitment for specific positions. Recruitment, development, and retention strategies will be developed and coordinated to ensure the Medical Center is successful in maintaining a highly skilled and productive workforce dedicated to meeting the needs of veterans effectively and efficiently.
- (3) Employee Satisfaction and Productivity:** The Committee has been established to make improvements in the processes. Suggestion for improvement in overall employee satisfaction can be made to committee members. Results from the recent One-VA Survey have not yet been made available. When these results are received, they will be analyzed to determine opportunities for improvement, and appropriate action plans will be developed. Results of the One VA Survey have been received. Information was disseminated to employees at Staff meetings and Town Meetings. Father Joseph Martin has been named as Chairperson of the Employee Satisfaction Committee. Father Martin and the committee will be champions to help raise the satisfaction levels in their areas to come up with ideas to increase overall satisfaction. Father Martin is developing an action plan.
- (4) Leadership and Supervisory Development:** To a large extent, the success of the Medical Center in achieving its strategic goals will depend upon the quality of leadership and supervision within the

Medical Center. Effective actions have begun to ensure the development of essential leadership skills and competencies, and to ensure that all Medical Center managers and supervisors possess the knowledge and skills necessary to effectively lead their work units. Throughout the year, the Medical provides education in Supervisory Skill and Leadership Training in structured settings and continues to provide positive reinforcement of learning in order to strengthen and reward improved performance. In addition, the Medical Center's Human Resources and Staff Development professionals will continue to provide Supervisory Training that will be made available to all managers and supervisors within the Medical Center and its Outpatient Clinics.

(5) HPDM Implementation: The Medical Center will continue to focus on the implementation of all components of the HPDM. A Medical Center HPDM Team consisting of HPDM Liaisons will continually monitor and assess the implementation of the Medical Center HPDM Plan and will review implementation plan to ensure aggressive actions are being taken. Successful implementation of all HPDM components will provide a strong foundation for support of the many critical Human Resource initiatives mentioned above.

(6) Labor – Management Relations: In order to achieve common goals and maintain a cooperative working relationship between Management and Labor, Human Resources strives to pre-decisionally involve the exclusive representative in the design, implementation, and maintenance of a “cutting edge” workplace.

Through pre-decisional involvement, shared responsibility, and a “win – win” outlook in problem solving; Human Resources is committed to working with Labor at all appropriate levels in order to maintain and improve a workplace designed to ensure quality service to our veteran patients, more effective and efficient administration of VA programs, and a quality work environment for our employees.

In addition to concentrating on the top six HR issues discussed above, the Medical Center will continue current efforts to elevate its reward and recognition system, and to assist in meeting Medical Center strategic goals and objectives. A Medical Center policy addresses reward and recognition activities and the need to ensure a consistent recognition and award programs throughout the Medical Center. The policy provides a set of clear guidelines and procedures to follow in administering the program. It addresses recognition of individuals and groups of employees for contributions in support of Medical Center goals and objectives. An Awards Committee monitors activities under this policy to identify trends or concerns that need to be reported to the Medical Center Director. In addition, the Human Resource Monitors contain information regarding reward and recognition activity that will be used by the Medical Center Director to assess this activity over time, and will allow for comparisons among services. Appropriate action can then be taken to address any perceived programs or inequities.

Human Resources - Staffing Plan

Strategy 1. Lead the nation in health care for patients with disabilities commonly associated with military service.

Staff Required	Occupation Title	Total
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None

Strategy 2. Maximize recovery of patients with mental health conditions.

Staff Required	Occupation Title	Total
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Hire additional psychologists at AOPC, SOPC, and WCBOC.

3.0	Psychologist	\$ 251,145
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Hire 1 FTE Social Worker at AOPC, 0.5 FTE at SOPC, and 0.5 at WCBOC.

2.0	Social Worker	\$ 119,430
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Strategy 3. Provide a seamless transition from military to VA health care.

Staff Required	Occupation Title	Total
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None

Strategy 4. Promote timely and equitable access to health care.

Staff Required	Occupation Title	Total
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Northampton County Outpatient Clinic – Staff clinic.

1.0	Physician	\$ 160,849
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1.5	Registered Nurses	\$ 91,409
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1.5	Clerks	\$ 48,857
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Additional action will be taken when staffing need is identified.

Strategy 5. Continuously improve the quality and safety of health care.

Staff Required	Occupation Title	Total
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None

Strategy 6. Emphasize patient centered care, especially for our most vulnerable patients.

Staff Required	Occupation Title	Total
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None

Strategy 7. Proactively invite and act on complaints and suggestions.

Staff Required	Occupation Title	Total
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None

Strategy 8. Equip patients and staff with practical health information.

Staff Required	Occupation Title	Total
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None

Strategy 9. Focus research efforts on veterans' special health care needs.

Staff Required	Occupation Title	Total
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None

Strategy 10. Promote excellence in the education of future health care.

Staff Required	Occupation Title	Total
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None

1.0

Strategy 11. Assure VHA's readiness to respond in case of local and national emergencies.

Staff Required	Occupation Title	Total
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None

Strategy 12. Match VHA's human resources with current and future staffing needs.

Staff Required	Occupation Title	Total
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To be determined based on each position.

Strategy 13. Enhance the work environment to improve employee satisfaction.

Staff Required	Occupation Title	Total
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None

Strategy 14. Raise awareness of VHA and services provided.

Staff Required	Occupation Title	Total
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None

Strategy 15. Increase revenue and efficiency through sound business practices.

Staff Required	Occupation Title	Total
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None

Staff Development Plan

“Staff Development ... The Best of the Best in Learning Resources”

Ongoing educational planning processes are linked to the VA's strategic initiatives and business plan, while simultaneously enhancing the employee's position specific competencies. Knowledge, skills, and abilities required for current and future positions related to the VA Medical Center's mission are reviewed at both service and facility levels through semi-annual or annual competency assessments based on the High Performance Development Model. This data is aggregated annually and reviewed for educational planning.

An annual Educational Needs Assessment is sent to all employees by Staff Development Service. A needs assessment is also conducted for all supervisors. Needs assessment outcome data is reviewed, analyzed, prioritized, and submitted to upper level management with a proposed education plan addressing these needs. Each educational activity participant is also afforded the opportunity to provide suggestions for future classes. For this fiscal year's planning, focus groups were conducted to receive a wide range of feedback on educational needs and methodologies that are preferred. Other factors that are considered in the educational planning process include employee survey results, patient survey results, new employee educational needs assessment/follow-up needs assessment, mandatory initiatives, and ongoing feedback from employees.

The Education and Training Program Committee, which represents all services, serves as the authorized body for education and training activities. This group reviews funding applications, prioritizes, and makes recommendations. They also provide feedback for internal program planning.

As a result of the data and feedback, the staff of Staff Development plan and implement training, then evaluate outcomes according to their impact on the organization's short- and long-term goals. Recognizing the diversity of the medical center workforce, both traditional and non-traditional methods of delivering education are used to educate employees. Education is delivered by the following methods: Satellite broadcasts, Internet/Intranet, classroom (didactic), interactive modalities, employee/guest presenters, computer assisted instruction (CAI), independent studies, Continuing Medical Education (CME), Continuing Nursing Education, learning maps, poster presentation, facilitation, and mentoring programs.

The Continuing Education Catalog of all course offerings is provided to employees. This catalog includes a description of the courses, target audience, course goals, and logistics. The catalog is a living document as courses are added, deleted, or modified on an ongoing basis. In addition, all employees have access to the Education and Training Calendar via the Wilkes-Barre VA Medical Center Intranet Home Page. The calendar provides a listing of educational activities for the upcoming six month time frame, which enhances communication and facilitates pre-planning. The Staff Development Home Page also offers a variety of educational resources, including computer-based links.

EDUCATION PLAN FISCAL YEAR 2005

October-04	November-04	December-04
Ongoing:	Ongoing:	Ongoing:
Compliance Education	Compliance Education	Compliance Education
JCAHO Updates	JCAHO Updates	JCAHO Updates
V-Tel Programs	V-Tel Programs	V-Tel Programs
Internet Search	Internet Search	Internet Search
Pub-Med Searches	Pub-Med Searches	Pub-Med Searches
Micromedex	Micromedex	Micromedex
Ovid	Ovid	Ovid
Krames Patient Education	Krames Patient Education	Krames Patient Education
Employee Express	Employee Express	Employee Express
Telephone Courtesy	Telephone Courtesy	Telephone Courtesy
Customer Service	Customer Service	Customer Service
Basic Cardiac Life Support	Basic Cardiac Life Support	Basic Cardiac Life Support
Satellite Programs	Satellite Programs	Satellite Programs
Employee Education System	Employee Education System	Employee Education System
Broadcasts	Broadcasts	Broadcasts
FISH Philosophy	FISH Philosophy	FISH Philosophy
Employee Development Seminars	Employee Development Seminars	Employee Development Seminars
New Employee Orientation	New Employee Orientation	New Employee Orientation
RN/LPN Focused Orientation	RN/LPN Focused Orientation	RN/LPN Focused Orientation
NA Focused Orientation	NA Focused Orientation	NA Focused Orientation
Annual Mandatory Review	Annual Mandatory Review	Annual Mandatory Review
Virtual Learning Center	Virtual Learning Center	Virtual Learning Center
VA Learning On-line	VA Learning On-line	VA Learning On-line
Learning Map	Learning Map	Learning Map
Optional Front Line Leadership Development	Optional Front Line Leadership Development	Optional Front Line Leadership Development
Initial Supervisory Development	Initial Supervisory Development	Initial Supervisory Development
Introductory Supervisory Development	Introductory Supervisory Development	Introductory Supervisory Development
Intermediate Supervisory Development	Intermediate Supervisory Development	Intermediate Supervisory Development
Advanced Leadership Development	Advanced Leadership Development	Advanced Leadership Development
Supervisory Training	Supervisory Training	Supervisory Training
National Nursing Education Initiative	National Nursing Education Initiative	National Nursing Education Initiative

EDUCATION PLAN FISCAL YEAR 2005

October-04	November-04	December-04
CPRS Orientation	CPRS Orientation	CPRS Orientation
CPRS/GUI Training	CPRS/GUI Training	CPRS/GUI Training
CPRS/GUI Templates	CPRS/GUI Templates	CPRS/GUI Templates
Clinical Reminders	Clinical Reminders	Clinical Reminders
Zegato Employee Travel	Zegato Employee Travel	Zegato Employee Travel
PC Basics	PC Basics	PC Basics
Outlook: Communication Aspects	Outlook: Communication Aspects	Outlook: Communication Aspects
Outlook: Other Functions	Outlook: Other Functions	Outlook: Other Functions
Word	Word	Word
Excel	Excel	Excel
Powerpoint	Powerpoint	Powerpoint
Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior
Mentoring	Mentoring	Mentoring
Individual Development Planning	Individual Development Planning	Individual Development Planning
Career Development	Career Development	Career Development
Organize and Avoid Overload	Organize and Avoid Overload	Organize and Avoid Overload
Power of Innovative Thinking	Power of Innovative Thinking	Power of Innovative Thinking
Get a Handle on Stress	Get a Handle on Stress	Get a Handle on Stress
Control Your Future Success	Control Your Future Success	Control Your Future Success
Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills
Overcoming Negativity	Overcoming Negativity	Overcoming Negativity
Area Specific Team Building	Area Specific Team Building	Area Specific Team Building
Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage
Get a Handle on Challenging Calls	Get a Handle on Challenging Calls	Get a Handle on Challenging Calls
Are You an Office Junk-aholic	Are You an Office Junk-aholic	Are You an Office Junk-aholic
Seven Habits of a Successful Leader	Seven Habits of a Successful Leader	Seven Habits of a Successful Leader
Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth
Communication Skills	Communication Skills	Communication Skills
Delivering Excellent Customer Service	Delivering Excellent Customer Service	Delivering Excellent Customer Service
Government Ethics Challenge	Government Ethics Challenge	Government Ethics Challenge
Kick the Procrastination Habit	Kick the Procrastination Habit	Kick the Procrastination Habit

EDUCATION PLAN FISCAL YEAR 2005

October-04	November-04	December-04
Medicare Supplemental Insurance	Medicare Supplemental Insurance	Medicare Supplemental Insurance
Ten Traits of Self Motivated People	Ten Traits of Self Motivated People	Ten Traits of Self Motivated People
Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst
Drug Facts and Comparisons	Drug Facts and Comparisons	Drug Facts and Comparisons
The Challenge of Change	The Challenge of Change	The Challenge of Change
Managing Stress	Managing Stress	Managing Stress
Medical Staff Health Program	Medical Staff Health Program	Medical Staff Health Program
National Patient Safety Goals	National Patient Safety Goals	National Patient Safety Goals
Problem Solving Steps	Problem Solving Steps	Problem Solving Steps
Nursing Update	Nursing Update	Nursing Update
Dealing with Difficult People	Dealing with Difficult People	Dealing with Difficult People
Zoll AED Plus	Zoll AED Plus	Zoll AED Plus
Appreciating the Differences	Appreciating the Differences	Appreciating the Differences
Acute Coronary Syndromes	Acute Coronary Syndromes	Acute Coronary Syndromes
Documentation: A Look at Charting	Documentation: A Look at Charting	Documentation: A Look at Charting
Lab Results - Cardiac	Lab Results - Cardiac	Lab Results - Cardiac
Lab Results - Glucose	Lab Results - Glucose	Lab Results - Glucose
Lab Results - Thyroid	Lab Results - Thyroid	Lab Results - Thyroid
Lab Results - Oxygenation & Acid Base Balance	Lab Results - Oxygenation & Acid Base Balance	Lab Results - Oxygenation & Acid Base Balance
Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes
Lab Results - Renal System Functions	Lab Results - Renal System Functions	Lab Results - Renal System Functions
Lab Results - Nutrition	Lab Results - Nutrition	Lab Results - Nutrition
Lab Results - Prostate	Lab Results - Prostate	Lab Results - Prostate
Courtesy in the Workplace	Courtesy in the Workplace	Courtesy in the Workplace
Difficult People	Difficult People	Difficult People
Meet You in the Box	Meet You in the Box	Meet You in the Box
Talkin' 'Bout My Generation	Talkin' 'Bout My Generation	Talkin' 'Bout My Generation
Tracer Methodology	Tracer Methodology	Tracer Methodology
Patient Education	Patient Education	Patient Education
Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use
Credit Card Usage	Credit Card Usage	Credit Card Usage
Geriatric Assessment	Geriatric Assessment	Geriatric Assessment
Nursing Health Assessment	Nursing Health Assessment	Nursing Health Assessment

EDUCATION PLAN FISCAL YEAR 2005

October-04	November-04	December-04
Computer Training CD-ROM	Computer Training CD-ROM	Computer Training CD-ROM
My HealtheVet	My HealtheVet	My HealtheVet
Cultural Diversity	Cultural Diversity	Cultural Diversity
Succession Planning	Succession Planning	Succession Planning
Employee Debt Reduction Program	Employee Debt Reduction Program	Employee Debt Reduction Program
Employee Incentive Scholarship Program	Employee Incentive Scholarship Program	Employee Incentive Scholarship Program
Computer Security	Computer Security	Computer Security
Privacy Policy	Privacy Policy	Privacy Policy
Web Library	Web Library	Web Library
EEO Training	EEO Training	EEO Training
Professional-level Secretarial Skills	Professional-level Secretarial Skills	Professional-level Secretarial Skills
Hypertension	Hypertension	Hypertension
Vascular Signs and Symptoms	Vascular Signs and Symptoms	Vascular Signs and Symptoms
Acute & Chronic Renal Failure	Acute & Chronic Renal Failure	Acute & Chronic Renal Failure
Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance
Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris
Cardiac Signs and Symptoms	Cardiac Signs and Symptoms	Cardiac Signs and Symptoms
Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema
Pharmacology: Heart Failure	Pharmacology: Heart Failure	Pharmacology: Heart Failure
Cardiopulmonary Arrest	Cardiopulmonary Arrest	Cardiopulmonary Arrest
Shock	Shock	Shock
Endocrine Signs & Symptoms	Endocrine Signs & Symptoms	Endocrine Signs & Symptoms
Diabetes Mellitus	Diabetes Mellitus	Diabetes Mellitus
Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias
Pharmacology: Arrhythmias	Pharmacology: Arrhythmias	Pharmacology: Arrhythmias
Respiratory Signs & Symptoms	Respiratory Signs & Symptoms	Respiratory Signs & Symptoms
Pharmacology: Hypertension	Pharmacology: Hypertension	Pharmacology: Hypertension
Neurologic Signs & Symptoms	Neurologic Signs & Symptoms	Neurologic Signs & Symptoms
Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus
Pathophysiology: Sepsis	Pathophysiology: Sepsis	Pathophysiology: Sepsis
Pharmacology: Infection	Pharmacology: Infection	Pharmacology: Infection

Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction

EDUCATION PLAN FISCAL YEAR 2005

October-04	November-04	December-04
Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care	Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care	Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care
Monthly:	Monthly:	Monthly:
How to Manage Negativity in the Workplace	Time Management	Motivation
CPRS Remote Data	Team Building	Supervisory Issues
Scheduling	Scheduling	Accucheck Certification
VERA	VERA	VERA
Advanced Cardiac Life Support	Health Care Benefits	Humor and Healing
Who Are My Customers?	Who Are My Customers?	Who Are My Customers?
Care Coordination Model	Care Coordination Model	Care Coordination Model
Fire Extinguishers	Professional-level Secretarial Skills	Professional-level Secretarial Skills
ADP Contingency Planning	Happiness	Speed Reading
Conflict & Confrontation Management Skills	Conflict & Confrontation Management Skills	Diabetes Update
Promotion Opportunities	KSAs	Osteoporosis
Incentive Awards	Labor Relations and Employee Relations	Communications for Supervisors
Calling Your Own Company	Calling Your Own Company	Calling Your Own Company
Standards of Ethical Conduct	Standards of Ethical Conduct	Standards of Ethical Conduct
EECP	EECP	Excuses, Excuses, Excuses
Breast Cancer Awareness	Disciplinary Actions	
	Evaluating Self	

EDUCATION PLAN FISCAL YEAR 2005

January-05	February-05	March-05
Ongoing:	Ongoing:	Ongoing:
Compliance Education	Compliance Education	Compliance Education
JCAHO Updates	JCAHO Updates	JCAHO Updates
V-Tel Programs	V-Tel Programs	V-Tel Programs
Internet Search	Internet Search	Internet Search
Pub-Med Searches	Pub-Med Searches	Pub-Med Searches
Micromedex	Micromedex	Micromedex
Ovid	Ovid	Ovid
Krames Patient Education	Krames Patient Education	Krames Patient Education
Employee Express	Employee Express	Employee Express
Telephone Courtesy	Telephone Courtesy	Telephone Courtesy
Customer Service	Customer Service	Customer Service
Basic Cardiac Life Support	Basic Cardiac Life Support	Basic Cardiac Life Support
Satellite Programs	Satellite Programs	Satellite Programs
Employee Education System	Employee Education System	Employee Education System
Broadcasts	Broadcasts	Broadcasts
FISH Philosophy	FISH Philosophy	FISH Philosophy
Employee Development Seminars	Employee Development Seminars	Employee Development Seminars
New Employee Orientation	New Employee Orientation	New Employee Orientation
RN/LPN Focused Orientation	RN/LPN Focused Orientation	RN/LPN Focused Orientation
NA Focused Orientation	NA Focused Orientation	NA Focused Orientation
Annual Mandatory Review	Annual Mandatory Review	Annual Mandatory Review
Virtual Learning Center	Virtual Learning Center	Virtual Learning Center
VA Learning On-line	VA Learning On-line	VA Learning On-line
Learning Map	Learning Map	Learning Map
Optional Front Line Leadership	Optional Front Line Leadership	Optional Front Line Leadership
Development	Development	Development
Initial Supervisory Development	Initial Supervisory Development	Initial Supervisory Development
 Introductory Supervisory Development	 Introductory Supervisory Development	 Introductory Supervisory Development
Intermediate Supervisory Development	Intermediate Supervisory Development	Intermediate Supervisory Development
Advanced Leadership Development	Advanced Leadership Development	Advanced Leadership Development
Supervisory Training	Supervisory Training	Supervisory Training
National Nursing Education Initiative	National Nursing Education Initiative	National Nursing Education Initiative

EDUCATION PLAN FISCAL YEAR 2005

January-05	February-05	March-05
CPRS Orientation	CPRS Orientation	CPRS Orientation
CPRS/GUI Training	CPRS/GUI Training	CPRS/GUI Training
CPRS/GUI Templates	CPRS/GUI Templates	CPRS/GUI Templates
Clinical Reminders	Clinical Reminders	Clinical Reminders
Zegato Employee Travel	Zegato Employee Travel	Zegato Employee Travel
PC Basics	PC Basics	PC Basics
Outlook: Communication Aspects	Outlook: Communication Aspects	Outlook: Communication Aspects
Outlook: Other Functions	Outlook: Other Functions	Outlook: Other Functions
Word	Word	Word
Excel	Excel	Excel
Powerpoint	Powerpoint	Powerpoint
Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior
Mentoring	Mentoring	Mentoring
Individual Development Planning	Individual Development Planning	Individual Development Planning
Career Development	Career Development	Career Development
Organize and Avoid Overload	Organize and Avoid Overload	Organize and Avoid Overload
Power of Innovative Thinking	Power of Innovative Thinking	Power of Innovative Thinking
Get a Handle on Stress	Get a Handle on Stress	Get a Handle on Stress
Control Your Future Success	Control Your Future Success	Control Your Future Success
Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills
Overcoming Negativity	Overcoming Negativity	Overcoming Negativity
Area Specific Team Building	Area Specific Team Building	Area Specific Team Building
Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage
Get a Handle on Challenging Calls	Get a Handle on Challenging Calls	Get a Handle on Challenging Calls
Are You an Office Junk-aholic	Are You an Office Junk-aholic	Are You an Office Junk-aholic
Seven Habits of a Successful Leader	Seven Habits of a Successful Leader	Seven Habits of a Successful Leader
Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth
Communication Skills	Communication Skills	Communication Skills
Delivering Excellent Customer Service	Delivering Excellent Customer Service	Delivering Excellent Customer Service
Government Ethics Challenge	Government Ethics Challenge	Government Ethics Challenge

EDUCATION PLAN FISCAL YEAR 2005

January-05	February-05	March-05
Kick the Procrastination Habit	Kick the Procrastination Habit	Kick the Procrastination Habit
Medicare Supplemental Insurance	Medicare Supplemental Insurance	Medicare Supplemental Insurance
Ten Traits of Self Motivated People	Ten Traits of Self Motivated People	Ten Traits of Self Motivated People
Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst
Drug Facts and Comparisons	Drug Facts and Comparisons	Drug Facts and Comparisons
The Challenge of Change	The Challenge of Change	The Challenge of Change
Managing Stress	Managing Stress	Managing Stress
Medical Staff Health Program	Medical Staff Health Program	Medical Staff Health Program
National Patient Safety Goals	National Patient Safety Goals	National Patient Safety Goals
Problem Solving Steps	Problem Solving Steps	Problem Solving Steps
Nursing Update	Nursing Update	Nursing Update
Dealing with Difficult People	Dealing with Difficult People	Dealing with Difficult People
 Zoll AED Plus	 Zoll AED Plus	 Zoll AED Plus
Appreciating the Differences	Appreciating the Differences	Appreciating the Differences
Acute Coronary Syndromes	Acute Coronary Syndromes	Acute Coronary Syndromes
Documentation: A Look at Charting	Documentation: A Look at Charting	Documentation: A Look at Charting
Lab Results - Cardiac	Lab Results - Cardiac	Lab Results - Cardiac
Lab Results - Glucose	Lab Results - Glucose	Lab Results - Glucose
Lab Results - Thyroid	Lab Results - Thyroid	Lab Results - Thyroid
Lab Results - Oxygenation & Acid	Lab Results - Oxygenation & Acid	Lab Results - Oxygenation & Acid
Base Balance	Base Balance	Base Balance
Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes
 Lab Results - Renal System Functions	 Lab Results - Renal System Functions	 Lab Results - Renal System Functions
Lab Results - Nutrition	Lab Results - Nutrition	Lab Results - Nutrition
Lab Results - Prostate	Lab Results - Prostate	Lab Results - Prostate
Courtesy in the Workplace	Courtesy in the Workplace	Courtesy in the Workplace
Difficult People	Difficult People	Difficult People
Meet You in the Box	Meet You in the Box	Meet You in the Box
Talkin' 'Bout My Generation	Talkin' 'Bout My Generation	Talkin' 'Bout My Generation
Tracer Methodology	Tracer Methodology	Tracer Methodology
Patient Education	Patient Education	Patient Education
Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use
Credit Card Usage	Credit Card Usage	Credit Card Usage

EDUCATION PLAN FISCAL YEAR 2005

January-05	February-05	March-05
Geriatric Assessment	Geriatric Assessment	Geriatric Assessment
Nursing Health Assessment	Nursing Health Assessment	Nursing Health Assessment
Computer Training CD-ROM	Computer Training CD-ROM	Computer Training CD-ROM
My HealtheVet	My HealtheVet	My HealtheVet
Cultural Diversity	Cultural Diversity	Cultural Diversity
Succession Planning	Succession Planning	Succession Planning
Employee Debt Reduction Program	Employee Debt Reduction Program	Employee Debt Reduction Program
Employee Incentive Scholarship Program	Employee Incentive Scholarship Program	Employee Incentive Scholarship Program
Computer Security	Computer Security	Computer Security
Privacy Policy	Privacy Policy	Privacy Policy
Web Library	Web Library	Web Library
EEO Training	EEO Training	EEO Training
Professional-level Secretarial Skills	Professional-level Secretarial Skills	Professional-level Secretarial Skills
Hypertension	Hypertension	Hypertension
Vascular Signs and Symptoms	Vascular Signs and Symptoms	Vascular Signs and Symptoms
Acute & Chronic Renal Failure	Acute & Chronic Renal Failure	Acute & Chronic Renal Failure
Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance
Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris
Cardiac Signs and Symptoms	Cardiac Signs and Symptoms	Cardiac Signs and Symptoms
Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema
Pharmacology: Heart Failure	Pharmacology: Heart Failure	Pharmacology: Heart Failure
Cardiopulmonary Arrest	Cardiopulmonary Arrest	Cardiopulmonary Arrest
Shock	Shock	Shock
Endocrine Signs & Symptoms	Endocrine Signs & Symptoms	Endocrine Signs & Symptoms
Diabetes Mellitus	Diabetes Mellitus	Diabetes Mellitus
Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias
Pharmacology: Arrhythmias	Pharmacology: Arrhythmias	Pharmacology: Arrhythmias
Respiratory Signs & Symptoms	Respiratory Signs & Symptoms	Respiratory Signs & Symptoms
Pharmacology: Hypertension	Pharmacology: Hypertension	Pharmacology: Hypertension
Neurologic Signs & Symptoms	Neurologic Signs & Symptoms	Neurologic Signs & Symptoms
Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus
Pathophysiology: Sepsis	Pathophysiology: Sepsis	Pathophysiology: Sepsis
Pharmacology: Infection	Pharmacology: Infection	Pharmacology: Infection

EDUCATION PLAN FISCAL YEAR 2005

January-05	February-05	March-05
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Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction

Pharmacology: Myocardial Infarction Pharmacology: Myocardial Infarction Pharmacology: Myocardial Infarction
 Your Guide to Effective Supervision Your Guide to Effective Supervision Your Guide to Effective Supervision
 Delay of Care Delay of Care Delay of Care

Monthly:	Monthly:	Monthly:
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How to Manage Negativity in the Workplace
 Infection Control Update
 Coding
 Communication
 Advanced Cardiac Life Support
 7 Habits
 Care Coordination Model
 Professional-level Secretarial Skills
 Nursing Research

Time Management
 Team Building
 Coding
 Telephone Skills
 Domestic Violence
 PD Preparation
 Overcoming Obstacles
 Happiness
 Nursing Research

Motivation
 KAZ Typing Tutorial
 Coding
 Power of Customer Service
 Computer Training - CD-ROM
 Supervisory Issues
 Rules Have Changed Game
 Back Basics
 Nursing Research

Seeing the Customer's Point of View
 Labor Relations and Employee Relations
 Cybersecurity
 VHA Privacy Policy
 Ethical Conduct
 KAZ Typing Tutorial
 Make It a Miracle

Seeing the Customer's Point of View
 Telephone Doctor
 Cybersecurity
 VHA Privacy Policy
 Ethical Conduct

Seeing the Customer's Point of View
 Labor Relations and Employee Relations
 Cybersecurity
 VHA Privacy Policy
 Ethical Conduct
 Womens Health Program

EDUCATION PLAN FISCAL YEAR 2005

April-05	May-05	June-05
Ongoing:	Ongoing:	Ongoing:
Compliance Education	Compliance Education	Compliance Education
JCAHO Updates	JCAHO Updates	JCAHO Updates
V-Tel Programs	V-Tel Programs	V-Tel Programs
Internet Search	Internet Search	Internet Search
Pub-Med Searches	Pub-Med Searches	Pub-Med Searches
Micromedex	Micromedex	Micromedex
Ovid	Ovid	Ovid
Krames Patient Education	Krames Patient Education	Krames Patient Education
Employee Express	Employee Express	Employee Express
Telephone Courtesy	Telephone Courtesy	Telephone Courtesy
Customer Service	Customer Service	Customer Service
Basic Cardiac Life Support	Basic Cardiac Life Support	Basic Cardiac Life Support
Satellite Programs	Satellite Programs	Satellite Programs
Employee Education System	Employee Education System	Employee Education System
Broadcasts	Broadcasts	Broadcasts
FISH Philosophy	FISH Philosophy	FISH Philosophy
Employee Development Seminars	Employee Development Seminars	Employee Development Seminars
New Employee Orientation	New Employee Orientation	New Employee Orientation
RN/LPN Focused Orientation	RN/LPN Focused Orientation	RN/LPN Focused Orientation
NA Focused Orientation	NA Focused Orientation	NA Focused Orientation
Annual Mandatory Review	Annual Mandatory Review	Annual Mandatory Review
Virtual Learning Center	Virtual Learning Center	Virtual Learning Center
VA Learning On-line	VA Learning On-line	VA Learning On-line
Learning Map	Learning Map	Learning Map
Optional Front Line Leadership Development	Optional Front Line Leadership Development	Optional Front Line Leadership Development
Initial Supervisory Development	Initial Supervisory Development	Initial Supervisory Development
Introductory Supervisory Development	Introductory Supervisory Development	Introductory Supervisory Development
Intermediate Supervisory Development	Intermediate Supervisory Development	Intermediate Supervisory Development
Advanced Leadership Development	Advanced Leadership Development	Advanced Leadership Development
Supervisory Training	Supervisory Training	Supervisory Training
National Nursing Education Initiative	National Nursing Education Initiative	National Nursing Education Initiative

EDUCATION PLAN FISCAL YEAR 2005

April-05	May-05	June-05
CPRS Orientation	CPRS Orientation	CPRS Orientation
CPRS/GUI Training	CPRS/GUI Training	CPRS/GUI Training
CPRS/GUI Templates	CPRS/GUI Templates	CPRS/GUI Templates
Clinical Reminders	Clinical Reminders	Clinical Reminders
Zegato Employee Travel	Zegato Employee Travel	Zegato Employee Travel
PC Basics	PC Basics	PC Basics
Outlook: Communication Aspects	Outlook: Communication Aspects	Outlook: Communication Aspects
Outlook: Other Functions	Outlook: Other Functions	Outlook: Other Functions
Word	Word	Word
Excel	Excel	Excel
Powerpoint	Powerpoint	Powerpoint
Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior
Mentoring	Mentoring	Mentoring
Individual Development Planning	Individual Development Planning	Individual Development Planning
Career Development	Career Development	Career Development
Organize and Avoid Overload	Organize and Avoid Overload	Organize and Avoid Overload
Power of Innovative Thinking	Power of Innovative Thinking	Power of Innovative Thinking
Get a Handle on Stress	Get a Handle on Stress	Get a Handle on Stress
Control Your Future Success	Control Your Future Success	Control Your Future Success
Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills
Overcoming Negativity	Overcoming Negativity	Overcoming Negativity
Area Specific Team Building	Area Specific Team Building	Area Specific Team Building
Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage
Get a Handle on Challenging Calls	Get a Handle on Challenging Calls	Get a Handle on Challenging Calls
Are You an Office Junk-aholic	Are You an Office Junk-aholic	Are You an Office Junk-aholic
Seven Habits of a Successful Leader	Seven Habits of a Successful Leader	Seven Habits of a Successful Leader
Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth
Communication Skills	Communication Skills	Communication Skills
Delivering Excellent Customer Service	Delivering Excellent Customer Service	Delivering Excellent Customer Service
Government Ethics Challenge	Government Ethics Challenge	Government Ethics Challenge
Kick the Procrastination Habit	Kick the Procrastination Habit	Kick the Procrastination Habit

EDUCATION PLAN FISCAL YEAR 2005

April-05	May-05	June-05
Medicare Supplemental Insurance	Medicare Supplemental Insurance	Medicare Supplemental Insurance
Ten Traits of Self Motivated People	Ten Traits of Self Motivated People	Ten Traits of Self Motivated People
Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst
Drug Facts and Comparisons	Drug Facts and Comparisons	Drug Facts and Comparisons
The Challenge of Change	The Challenge of Change	The Challenge of Change
Managing Stress	Managing Stress	Managing Stress
Medical Staff Health Program	Medical Staff Health Program	Medical Staff Health Program
National Patient Safety Goals	National Patient Safety Goals	National Patient Safety Goals
Problem Solving Steps	Problem Solving Steps	Problem Solving Steps
Nursing Update	Nursing Update	Nursing Update
Dealing with Difficult People	Dealing with Difficult People	Dealing with Difficult People
Zoll AED Plus	Zoll AED Plus	Zoll AED Plus
Appreciating the Differences	Appreciating the Differences	Appreciating the Differences
Acute Coronary Syndromes	Acute Coronary Syndromes	Acute Coronary Syndromes
Documentation: A Look at Charting	Documentation: A Look at Charting	Documentation: A Look at Charting
Lab Results - Cardiac	Lab Results - Cardiac	Lab Results - Cardiac
Lab Results - Glucose	Lab Results - Glucose	Lab Results - Glucose
Lab Results - Thyroid	Lab Results - Thyroid	Lab Results - Thyroid
Lab Results - Oxygenation & Acid Base Balance	Lab Results - Oxygenation & Acid Base Balance	Lab Results - Oxygenation & Acid Base Balance
Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes
Lab Results - Renal System Functions	Lab Results - Renal System Functions	Lab Results - Renal System Functions
Lab Results - Nutrition	Lab Results - Nutrition	Lab Results - Nutrition
Lab Results - Prostate	Lab Results - Prostate	Lab Results - Prostate
Courtesy in the Workplace	Courtesy in the Workplace	Courtesy in the Workplace
Difficult People	Difficult People	Difficult People
Meet You in the Box	Meet You in the Box	Meet You in the Box
Talkin' 'Bout My Generation	Talkin' 'Bout My Generation	Talkin' 'Bout My Generation
Tracer Methodology	Tracer Methodology	Tracer Methodology
Patient Education	Patient Education	Patient Education
Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use
Credit Card Usage	Credit Card Usage	Credit Card Usage
Geriatric Assessment	Geriatric Assessment	Geriatric Assessment
Nursing Health Assessment	Nursing Health Assessment	Nursing Health Assessment

EDUCATION PLAN FISCAL YEAR 2005

April-05	May-05	June-05
Computer Training CD-ROM	Computer Training CD-ROM	Computer Training CD-ROM
My HealtheVet	My HealtheVet	My HealtheVet
Cultural Diversity	Cultural Diversity	Cultural Diversity
Succession Planning	Succession Planning	Succession Planning
Employee Debt Reduction Program	Employee Debt Reduction Program	Employee Debt Reduction Program
Employee Incentive Scholarship Program	Employee Incentive Scholarship Program	Employee Incentive Scholarship Program
Computer Security	Computer Security	Computer Security
Privacy Policy	Privacy Policy	Privacy Policy
Web Library	Web Library	Web Library
EEO Training	EEO Training	EEO Training
Professional-level Secretarial Skills	Professional-level Secretarial Skills	Professional-level Secretarial Skills
Hypertension	Hypertension	Hypertension
Vascular Signs and Symptoms	Vascular Signs and Symptoms	Vascular Signs and Symptoms
Acute & Chronic Renal Failure	Acute & Chronic Renal Failure	Acute & Chronic Renal Failure
Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance
Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris
Cardiac Signs and Symptoms	Cardiac Signs and Symptoms	Cardiac Signs and Symptoms
Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema
Pharmacology: Heart Failure	Pharmacology: Heart Failure	Pharmacology: Heart Failure
Cardiopulmonary Arrest	Cardiopulmonary Arrest	Cardiopulmonary Arrest
Shock	Shock	Shock
Endocrine Signs & Symptoms	Endocrine Signs & Symptoms	Endocrine Signs & Symptoms
Diabetes Mellitus	Diabetes Mellitus	Diabetes Mellitus
Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias
Pharmacology: Arrhythmias	Pharmacology: Arrhythmias	Pharmacology: Arrhythmias
Respiratory Signs & Symptoms	Respiratory Signs & Symptoms	Respiratory Signs & Symptoms
Pharmacology: Hypertension	Pharmacology: Hypertension	Pharmacology: Hypertension
Neurologic Signs & Symptoms	Neurologic Signs & Symptoms	Neurologic Signs & Symptoms
Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus
Pathophysiology: Sepsis	Pathophysiology: Sepsis	Pathophysiology: Sepsis
Pharmacology: Infection	Pharmacology: Infection	Pharmacology: Infection

Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction

EDUCATION PLAN FISCAL YEAR 2005

April-05	May-05	June-05
Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care	Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care	Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care
Monthly:	Monthly:	Monthly:
How to Manage Negativity in the Workplace	Time Management	Motivation
KAZ Typing Tutorial	Team Building	Supervisory Issues
Unit Timekeeping Review	Unit Timekeeping Review	Unit Timekeeping Review
Communication	Lost Dutchman	Safety Fair
Advanced Cardiac Life Support	Secretarial Organizational Skills	Secretarial Organizational Skills
Defining Spectacular Service	Professionalism	Professionalism
Power Thinking	Power Thinking	Power Thinking
Back Basics	Back Basics	Back Basics
Nursing Research	Stress Management	Happiness
Moments of Truth	Moments of Truth	Moments of Truth
Eligibility	Labor Relations and Employee Relations	Coding
Cybersecurity	Cybersecurity	Cybersecurity
VHA Privacy Policy	VHA Privacy Policy	VHA Privacy Policy
		Say What You Mean - Mean What You Say!
Ethical Conduct	Active vs. Passive Communication	

EDUCATION PLAN FISCAL YEAR 2005

July-05	August-05	September-05
Ongoing:	Ongoing:	Ongoing:
Compliance Education	Compliance Education	Compliance Education
JCAHO Updates	JCAHO Updates	JCAHO Updates
V-Tel Programs	V-Tel Programs	V-Tel Programs
Internet Search	Internet Search	Internet Search
Pub-Med Searches	Pub-Med Searches	Pub-Med Searches
Micromedex	Micromedex	Micromedex
Ovid	Ovid	Ovid
Krames Patient Education	Krames Patient Education	Krames Patient Education
Employee Express	Employee Express	Employee Express
Telephone Courtesy	Telephone Courtesy	Telephone Courtesy
Customer Service	Customer Service	Customer Service
Basic Cardiac Life Support	Basic Cardiac Life Support	Basic Cardiac Life Support
Satellite Programs	Satellite Programs	Satellite Programs
Employee Education System	Employee Education System	Employee Education System
Broadcasts	Broadcasts	Broadcasts
FISH Philosophy	FISH Philosophy	FISH Philosophy
Employee Development Seminars	Employee Development Seminars	Employee Development Seminars
New Employee Orientation	New Employee Orientation	New Employee Orientation
RN/LPN Focused Orientation	RN/LPN Focused Orientation	RN/LPN Focused Orientation
NA Focused Orientation	NA Focused Orientation	NA Focused Orientation
Annual Mandatory Review	Annual Mandatory Review	Annual Mandatory Review
Virtual Learning Center	Virtual Learning Center	Virtual Learning Center
VA Learning On-line	VA Learning On-line	VA Learning On-line
Learning Map	Learning Map	Learning Map
Optional Front Line Leadership Development	Optional Front Line Leadership Development	Optional Front Line Leadership Development
Initial Supervisory Development	Initial Supervisory Development	Initial Supervisory Development
Introductory Supervisory Development	Introductory Supervisory Development	Introductory Supervisory Development
Intermediate Supervisory Development	Intermediate Supervisory Development	Intermediate Supervisory Development
Advanced Leadership Development	Advanced Leadership Development	Advanced Leadership Development
Supervisory Training	Supervisory Training	Supervisory Training
National Nursing Education Initiative	National Nursing Education Initiative	National Nursing Education Initiative

EDUCATION PLAN FISCAL YEAR 2005

July-05	August-05	September-05
CPRS Orientation	CPRS Orientation	CPRS Orientation
CPRS/GUI Training	CPRS/GUI Training	CPRS/GUI Training
CPRS/GUI Templates	CPRS/GUI Templates	CPRS/GUI Templates
Clinical Reminders	Clinical Reminders	Clinical Reminders
Zegato Employee Travel	Zegato Employee Travel	Zegato Employee Travel
PC Basics	PC Basics	PC Basics
Outlook: Communication Aspects	Outlook: Communication Aspects	Outlook: Communication Aspects
Outlook: Other Functions	Outlook: Other Functions	Outlook: Other Functions
Word	Word	Word
Excel	Excel	Excel
Powerpoint	Powerpoint	Powerpoint
Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior	Prevention & Management of Disturbed Behavior
Mentoring	Mentoring	Mentoring
Individual Development Planning	Individual Development Planning	Individual Development Planning
Career Development	Career Development	Career Development
Organize and Avoid Overload	Organize and Avoid Overload	Organize and Avoid Overload
Power of Innovative Thinking	Power of Innovative Thinking	Power of Innovative Thinking
Get a Handle on Stress	Get a Handle on Stress	Get a Handle on Stress
Control Your Future Success	Control Your Future Success	Control Your Future Success
Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills	Four Keys to Developing Effective Skills
Overcoming Negativity	Overcoming Negativity	Overcoming Negativity
Area Specific Team Building	Area Specific Team Building	Area Specific Team Building
Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage	Don't Let Your Telephone Hold You Hostage
Get a Handle on Challenging Calls	Get a Handle on Challenging Calls	Get a Handle on Challenging Calls
Are You an Office Junk-aholic	Are You an Office Junk-aholic	Are You an Office Junk-aholic
Seven Habits of a Successful Leader	Seven Habits of a Successful Leader	Seven Habits of a Successful Leader
Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth	Champ VA Policy and Benefits and Telehealth
Communication Skills	Communication Skills	Communication Skills
Delivering Excellent Customer Service	Delivering Excellent Customer Service	Delivering Excellent Customer Service
Government Ethics Challenge	Government Ethics Challenge	Government Ethics Challenge
Kick the Procrastination Habit	Kick the Procrastination Habit	Kick the Procrastination Habit

EDUCATION PLAN FISCAL YEAR 2005

July-05	August-05	September-05
Medicare Supplemental Insurance	Medicare Supplemental Insurance	Medicare Supplemental Insurance
Ten Traits of Self Motivated People	Ten Traits of Self Motivated People	Ten Traits of Self Motivated People
Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst	Temper, Temper: Taming Your Angry Outburst
Drug Facts and Comparisons	Drug Facts and Comparisons	Drug Facts and Comparisons
The Challenge of Change	The Challenge of Change	The Challenge of Change
Managing Stress	Managing Stress	Managing Stress
Medical Staff Health Program	Medical Staff Health Program	Medical Staff Health Program
National Patient Safety Goals	National Patient Safety Goals	National Patient Safety Goals
Problem Solving Steps	Problem Solving Steps	Problem Solving Steps
Nursing Update	Nursing Update	Nursing Update
Dealing with Difficult People	Dealing with Difficult People	Dealing with Difficult People
Zoll AED Plus	Zoll AED Plus	Zoll AED Plus
Appreciating the Differences	Appreciating the Differences	Appreciating the Differences
Acute Coronary Syndromes	Acute Coronary Syndromes	Acute Coronary Syndromes
Documentation: A Look at Charting	Documentation: A Look at Charting	Documentation: A Look at Charting
Lab Results - Cardiac	Lab Results - Cardiac	Lab Results - Cardiac
Lab Results - Glucose	Lab Results - Glucose	Lab Results - Glucose
Lab Results - Thyroid	Lab Results - Thyroid	Lab Results - Thyroid
Lab Results - Oxygenation & Acid Base Balance	Lab Results - Oxygenation & Acid Base Balance	Lab Results - Oxygenation & Acid Base Balance
Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes	Lab Results - Fluids & Electrolytes
Lab Results - Renal System Functions	Lab Results - Renal System Functions	Lab Results - Renal System Functions
Lab Results - Nutrition	Lab Results - Nutrition	Lab Results - Nutrition
Lab Results - Prostate	Lab Results - Prostate	Lab Results - Prostate
Courtesy in the Workplace	Courtesy in the Workplace	Courtesy in the Workplace
Difficult People	Difficult People	Difficult People
Meet You in the Box	Meet You in the Box	Meet You in the Box
Talkin' 'Bout My Generation	Talkin' 'Bout My Generation	Talkin' 'Bout My Generation
Tracer Methodology	Tracer Methodology	Tracer Methodology
Patient Education	Patient Education	Patient Education
Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use	Writing with Clarity/Grammar Use
Credit Card Usage	Credit Card Usage	Credit Card Usage
Geriatric Assessment	Geriatric Assessment	Geriatric Assessment
Nursing Health Assessment	Nursing Health Assessment	Nursing Health Assessment

EDUCATION PLAN FISCAL YEAR 2005

July-05	August-05	September-05
Computer Training CD-ROM	Computer Training CD-ROM	Computer Training CD-ROM
My HealtheVet	My HealtheVet	My HealtheVet
Cultural Diversity	Cultural Diversity	Cultural Diversity
Succession Planning	Succession Planning	Succession Planning
Employee Debt Reduction Program	Employee Debt Reduction Program	Employee Debt Reduction Program
Employee Incentive Scholarship Program	Employee Incentive Scholarship Program	Employee Incentive Scholarship Program
Computer Security	Computer Security	Computer Security
Privacy Policy	Privacy Policy	Privacy Policy
Web Library	Web Library	Web Library
EEO Training	EEO Training	EEO Training
Professional-level Secretarial Skills	Professional-level Secretarial Skills	Professional-level Secretarial Skills
Hypertension	Hypertension	Hypertension
Vascular Signs and Symptoms	Vascular Signs and Symptoms	Vascular Signs and Symptoms
Acute & Chronic Renal Failure	Acute & Chronic Renal Failure	Acute & Chronic Renal Failure
Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance	Signs & Symptoms of Fluid & Electrolyte Imbalance
Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris	Coronary Artery Disease & Angino Pectoris
Cardiac Signs and Symptoms	Cardiac Signs and Symptoms	Cardiac Signs and Symptoms
Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema	Heart Failure & Pulmonary Edema
Pharmacology: Heart Failure	Pharmacology: Heart Failure	Pharmacology: Heart Failure
Cardiopulmonary Arrest	Cardiopulmonary Arrest	Cardiopulmonary Arrest
Shock	Shock	Shock
Endocrine Signs & Symptoms	Endocrine Signs & Symptoms	Endocrine Signs & Symptoms
Diabetes Mellitus	Diabetes Mellitus	Diabetes Mellitus
Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias	Pathophysiology: Arrhythmias
Pharmacology: Arrhythmias	Pharmacology: Arrhythmias	Pharmacology: Arrhythmias
Respiratory Signs & Symptoms	Respiratory Signs & Symptoms	Respiratory Signs & Symptoms
Pharmacology: Hypertension	Pharmacology: Hypertension	Pharmacology: Hypertension
Neurologic Signs & Symptoms	Neurologic Signs & Symptoms	Neurologic Signs & Symptoms
Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus	Pharmacology: Diabetes Mellitus
Pathophysiology: Sepsis	Pathophysiology: Sepsis	Pathophysiology: Sepsis
Pharmacology: Infection	Pharmacology: Infection	Pharmacology: Infection

Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction Pathophysiology: Myocardial Infarction

EDUCATION PLAN FISCAL YEAR 2005

July-05	August-05	September-05
Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care	Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care	Pharmacology: Myocardial Infarction Your Guide to Effective Supervision Delay of Care
Monthly:	Monthly:	Monthly:
How to Manage Negativity in the Workplace Name That Tune! How Moods Influence Customer Communications Mentoring Communication Advanced Cardiac Life Support Domestic Violence Power Thinking Back Basics Career Development Taking Responsibility for Customer Satisfaction Labor Relations and Employee Relations Cybersecurity VHA Privacy Policy Womens Health Program	Time Management Team Building The Grab Bag Nursing Health Assessment Geriatric Assessment Unfair Labor Practices Hematology Update Back Basics Career Development Taking Responsibility for Customer Satisfaction Pharmacy Update Cybersecurity VHA Privacy Policy	Motivation Supervisory Issues When You Were a Customer Nursing Health Assessment Geriatric Assessment 7 Habits Hematology Update Back Basics Caregivers: The Vital Link Taking Responsibility for Customer Satisfaction Labor Relations and Employee Relations Cybersecurity VHA Privacy Policy Womens Health Program

Information Management Plan

“Providing the right information at the right place at the right time...”

The goal of Information Management is to serve our veterans by providing the right information at the right place at the right time in a secure environment. Thus assuring the availability of accurate and timely information and provide the necessary resources to those responsible for conducting analyses and making recommendations which:

- ◆ Increase healthcare value
- ◆ Support an integrated healthcare system
- ◆ Promote excellence in customer service
- ◆ Enable the comparison of outcomes

Recognizing the need for efficiency, strategies include (1) continued support of a centralized Help Desk, (2) ensuring minimal system downtime, (3) providing up-to-date equipment hardware and software, (4) ensuring data integrity (5) continuing the development of the web site focusing on database driven forms which include on-line surveys, employee roster, etc., and (6) utilizing a Document Management system and Web Library to enhance communication and data distribution.

Equipment Management

	FY05 NRM Proposed Budget		
Priority	PROJECT TITLE	PROJECT #	DESCRIPTION
Off The Top	RENO 4 NORTH FOR NEW SPD		Renovate old OR area on 4 North for new SPD
FY04	Dental Clinic Upgrades	693-03-117	Finishes, casework, filmless x-ray, oral evac, med air
FY04	Morgue Renovation	693-04-105	Renovate morgue & repair steam service to SPD area
FY04	SARRTP Finishes	693-04-108	Upgrade finished in sleep rooms
FY04	File Room Relocation (Include mail room)	693-04-113	Consolidate files on 6 & East
FY04	Exam Room Upgrade (1N, 3W)	693-04-101	Architectural finishes upgrade of exam rooms.
1	EMER ELEC SYS UPGRADE PH 1	693-01-115	Phase 1 construction for highest priority upgrades
2	PLUMBING LINE REPLACE PH 3	693-04-103	New zone valves and other plumbing repairs
3	STEAM & CONDENS REPLACE PH 3	693-04-107	Replace deteriorated portions of steam system
4	EXTERIOR MASONRY REPAIRS PH 2	693-05-101	Brick replacement of upper portions of building exterior
5	BLDG 1 HVAC REPLACEMENT PH 1	693-05-102	Replacement of HVAC with VAV system - floors B-2
6	SITE IMPROVEMENTS PH 3	693-05-103	Parking lot & road resurfacing, other structural repairs
7	WATER LOOP & REDUND SUPPLY	693-05-104	Replace of original transite water loop & new supply
8	HALLS & LOBBIES UPGRADES PH 2	693-05-105	Flooring & walls for floors 4-7
9	EMER ELEC SYS UPGRADE PH 2	693-05-109	Remainder of high priority upgrades, deficiencies
10	PLUMBING LINE REPLACE PH 4	693-05-110	Plumbing riser replacement/removal

Administrative (0152)

Item Description	Qty
Letter Opener	1
Typewriter Prog Storage	1

Direct Patient Care (0160)

Item Description	Qty	Service	S/E	Track No.	Justification
Vital Signs Monitor CAS 740	1	Dental	E	002-05	Replacement of Current Equipment
Blood Pressure Monitor	1	Rehab	S	003-05	Needed for Patient Care
HH Spirometers (micro plus)	5	Bangor	S	006-05	New Clinic Setup
Vital Signs Monitor CAS	1	Bangor	S	007-05	New Clinic Setup
HH Pulse Oximeters	2	Bangor	S	010-05	New Clinic Setup
Digital X-ray ProMax	1	Dental	S	013-05	Equipment Needed as part of Dental Project
Digital X-ray ProMax Pan	1	Dental AOPC	S	014-05	Upgrade if AOPC Dental - to go Digital w/W-B
Medication Carts	2	Pharmacy	S	015-05	Spare carts per Safety Committee
PACS Link Upgrade 9410	2	Rad AOPC	E	016-05	Upgrade AOPC Digital X-Ray
Heritage Medcall Clinicomm	1	AOPC	S	017-05	Increase patient care and satisfaction
Paging System	1	AOPC	S	018-05	Increase patient care and satisfaction
Versus Information Alert Sys	1	AOPC	S	019-05	Increase patient care and satisfaction
Healthcare CCTV System	1	Staff Devel	S	020-05	System used to educate Patients
		Pending Prioritized			
	Total				

EQUIPMENT PURCHASED FY 2005

Item Description	Requesting Service	P.O. #	Transaction No.	Tracking No.
First Temp Genuis Thermometer	Bangor CBOC		693-05-1-179-0001	004-05
Mac 5000	Bangor CBOC		693-05-1-179-0002	008-05
Pulse Oximeter HH Nonin 8500	Bangor CBOC		693-05-1-179-0003	010-05
Ophth/Oto Wall Unit w/Sphg	Bangor CBOC		693-05-1-179-0004	005-05
Zoll AED	Bangor CBOC		693-05-1-179-0005	009-05
Typewriter Prog Stg	Bangor CBOC		693-05-1-479-0001	012-05
Micro Spirometer HH MSo3	Bangor CBOC		693-05-1-179-0006	006-05
CAS Monitor	Bangor CBOC		693-05-1-179-0007	007-05
CAS Monitor	Dental		693-05-1-179-0008	002-05

Financial Management

The VAMC Wilkes-Barre PA Strategic Plan is developed in conjunction with the VISN Strategic Plan and is continuously assessed by the Medical Center's Strategic Planning Committee.

Operational Plan

1. The Strategic Plan is distributed to all services, outpatient clinics and appropriate program officials. The Strategic Plan identifies Medical Center Strategic Objectives, Strategic Targets, Operating Strategies, and Action Plans. Responsible individuals are identified for ensuring the accomplishment of operating strategies within a specified time frame and for completing status reports, on the accomplishment of these initiatives.
2. Responsible Staff Offices, Services and Program Officials will complete monthly status reports (due the 10th workday of each new month) on the extent of their accomplishment of specific operating strategies. The Associate Director's office and the Chief of Staff's office will have ultimate responsibility on ensuring the accomplishment of strategies and for providing a holistic status report on accomplishment. In turn, these status reports will be shared with the Business Planning Committee for their review and recommended action. The Medical Center Director is the final reviewer and approving official for Strategic Planning activities and the Strategic Plan.
3. The Strategic Objectives, Performance Measures & Monitors (Section 9) are located in the WebLibrary - **Security Topic - Performance Objectives/PI**. All updates to the accomplishments will be conducted by the "**Check-Out**" & "**Check-In**" functionality of WebLibrary. Responsible Staff are asked to be considerate of others when updating their specific Strategic Objectives/Performance Measures & Monitors. The document will be "**locked**" for updates by other staff members, until the current staff member completes their updates and "Checks-In" the document to WebLibrary as a new Version.
4. Strategic planning is a dynamic process and is subject to changing priorities and needs required to meet the mission of the Medical Center. As a result, the Strategic Planning Committee, in association with the management and other principal parties, will continuously review the status of accomplishing strategic objectives, targets, action plans, and recommend changes and/or actions to reflect the ever-changing needs of patients and the Medical Center environment.